

OFFICE ASSISTANT I/II

DEFINITION

Performs general clerical duties related to filing, reception, form processing, record maintenance, mail, and typing or data entry; obtains and compares information related to department records, programs, and services; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Office Assistant I is the entry/trainee level in the Office Assistant series. Working under close supervision, employees in this class receive in-service training and are given detailed instructions in the performance of routine clerical duties related to filing, reception, form processing, record maintenance, mail, and typing or data entry and performs tasks that are more structured and repetitive than those assigned to level II. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Generally, employees are expected to promote to the Office Assistant II level after one year of satisfactory performance at the trainee level.

Office Assistant II is the journey level in the Office Assistant series. Working under general supervision, employees at this level are expected to be fully qualified and able to perform difficult and responsible office support work within the framework of established work methods and procedures and to use independent judgment in selecting and applying specific references, procedures, sequences, and alternatives to different work situations, referring non-procedural questions to the supervisor.

The Office Assistant II differs from the Office Assistant III by the level of supervision received, the scope and effect of functions performed, the degree of independence exercised, and the complexity of work assigned. The Office Assistant III may also be assigned lead worker duties, or screening duties on a consistent rather than incidental basis.

SUPERVISION RECEIVED AND EXERCISED

Office Assistant I and II, receive supervision from higher-level supervisory or management staff.

EXAMPLE OF DUTIES - Duties may include, but are not limited to, the following:

Answers the telephone; provides information and assistance to callers or routes calls to appropriate staff person; takes messages as necessary; greets and assists office visitors.

Office Assistant I, II
Rev.- 01/01/06
Rev.- 01/01/07
Rev.- 07/01/07
Rev.- 01/01/08
Rev.- 07/01/11
Rev.-6/17/14

07/01/M.O. #8-1/04/06
M.O. #19b-1/4/07
M.O. #19b-1/4/07
M.O. #19b-1/4/07
M.O. #11-7/5/11
M.O.#22c-6/17/14

Types, proofreads, processes, copies, files, transmits, distributes and/or mails a variety of routine documents, including correspondence, agendas, minutes, reports, forms, logs, etc.

Answers inquiries related to department services, programs, and operations.

Screens and routes telephone calls; schedules appointments, meetings, etc.

Obtains information, resolves discrepancies or errors, disperses relevant information, or refers client to the appropriate personnel or location; explains the proper use of forms and documents.

Screens and distributes incoming mail and sends out informational materials and letters.

Performs routine clerical work as required, which may include copying and filing documents, indexing, processing daily in-coming and out-going mail, faxing information, assembling materials, etc.

Performs a variety of manual and automated record-keeping duties.

Processes, maintains, and prepares forms, records, reports, and control logs and maintains department files.

Enters a variety of departmental data into computer; retrieves data as necessary; operates printer and other peripheral equipment as needed.

Compiles information and data as requested for use in reports and management decision-making.

May coordinate and/or assist with various special projects as assigned.

May perform initial application screening function on an incidental basis.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Modern office procedures, methods and technology, including computers.

Basic bookkeeping practices.

Researching, gathering, organizing, and reporting data.

Interviewing techniques; advanced filing and record keeping systems.

Basic arithmetic.

English usage, spelling, grammar, and punctuation.

Principles and practices of filing and record-keeping.

Ability to:

Performs general clerical work with efficiency.

Gather, organize, input, and maintain complex information, including financial or program-specific data.

Maintain a variety of records and files.

Type, enter computer data and/or transcribe accurately and at speeds necessary for successful job performance.

Operate standard office machinery.

Perform simple mathematical calculations.

Maintain a variety of records and files.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Maintain confidentiality as required.

EXPERIENCE AND TRAINING GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Office Assistant I: Experience related to filing, reception, processing mail, typing, data entry, answering telephone, assisting the public, or other office support duties.

Office Assistant II: One (1) year of experience as an Office Assistant I in Glenn County;

OR

One (1) year of increasingly responsible clerical experience including public contact.

Training (for all levels):

Equivalent to the completion of the twelfth grade.

WORKING CONDITIONS:

Mobility - Frequent operation of a data entry device, repetitive motion, sitting for long periods, walking; occasional standing, pushing, pulling, bending, squatting, and climbing.

Lifting - Frequently 5 pounds or less; occasionally 5 to 30 pounds.

Visual - Constant good overall vision and reading/close-up work; frequent color perception and use of eye/hand coordination; occasional use of depth perception and peripheral vision.

Hearing/Talking - Frequent hearing of normal speech, hearing/talking on the telephone, and talking in person.

Emotional/Psychological - Frequent decision making, concentration, and public contact.

Special Requirements - Some assignments may require working weekends, nights, and/or occasional overtime.

Environmental - Occasional exposure to varied weather conditions.

Classification Code:	7413000	7631007
Bargaining Unit:	40	40
FLSA Status:	Y	Y
Workers' Compensation Code:	8810	8810
Pay Table:	CNTY	CNTY
Range:	212	231