

OFFICE ASSISTANT III

DEFINITION

Under limited supervision, the Office Assistant III performs highly responsible, specialized office support activities; explains rules, policies, and operations related to department records, programs, and services; may serve as a lead-worker and provide training and work assignments to a group of office support staff; may conduct initial application screening interview and initiate cases through automated systems; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

The Office Assistant III is the advanced journey level in the series, and is distinguished from Office Assistant I/II by the performance of the most complex and specialized range of duties assigned, including the preparation and maintenance of a wide variety of complex documents. Incumbents may assign, review and coordinate the work of Office Assistants I/II.

Incumbents are expected to apply a moderate amount of initiative and independent judgment to perform a limited range of complex duties utilizing specialized procedures within established policies. The specific duties performed by incumbents may be unique to the work area and, depending upon the assignment, usually require an advanced understanding of specialized and/or technical subject matter. Typical job assignments that fit the class concept include, but are not limited to: clerical work that requires in-depth knowledge, interpretation and explanation of complex program policies and procedures; processing medical referrals, specialized billing and/or collections work; clerical/technical/case management in areas such as law enforcement, probation, social services or mental and public health services; and advanced responsibility for coordinating complex services/activities with outside agencies/providers. Although incumbents may perform some repetitive tasks involving complex clerical processes, the duties are usually program-oriented as opposed to task oriented, requiring an in-depth understanding of the unique programmatic functions of the work area in order to establish the basis for decision-making.

SUPERVISION RECEIVED AND EXERCISED

Office Assistant III receives general supervision from higher-level supervisory or management staff; may exercise functional and technical supervision over lower-level office staff.

EXAMPLES 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, schedules appointments, meetings, etc.; explains the proper use of forms and documents; completes complex forms for the purpose of documenting specialized program-related information.

Office Assistant III
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

Provides specialized and complex information, including specific program-related information, to managers, patients, clients, outside agencies and others; coordinates case activities with managers, professional staff, and/or other work units as appropriate.

Gathers, processes and maintains specialized and complex information related to departmental operations; asks in-depth questions of patients, clients, and others; identifies customer needs and seeks to match those needs with program services; codes, files and retrieves documents and records using various alphabetical, numerical, coded and computerized filing systems.

Researches, compiles, maintains and processes statistical, financial and/or other numerical data to support specialized office functions;

May perform basic bookkeeping work as assigned, which may include processing invoices, collecting and receipting various fees and payments, preparing routine billings, preparing cash statements, preparing deposits, maintaining ledgers, maintaining petty cash fund, etc.

Prepares a variety of difficult reports and documents requiring advanced knowledge of specialized subject matter including, but not limited to court orders, petitions, subpoenas, insurance claims, treatment authorization forms; reviews complex legal, custody, health care and other records to identify needed information; applies complex codes and requirements for reimbursement and other purposes.

Obtains information, resolves discrepancies or errors, disperses relevant information, or refers client to the appropriate personnel or location.

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

Performs initial application screening function on an incidental basis.

Searches for, receives and explains complex rules, regulations, policies, procedures and technical office operations.

May serve as a lead-worker, instructs employees in the interpretation and application of laws, regulations, policies, and procedures related to the department's programs and automated systems.

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

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Advanced office practices and procedures, methods and technology, including computers.

Principles of planning and organizing work.

Methods of researching, gathering, organizing and reporting data.

Advanced interviewing techniques; advanced filing and record keeping systems.

Complex correspondence and report format.

Basic bookkeeping practices.

Arithmetical operations related to advanced clerical/technical/financial processes.

English usage, spelling, grammar and punctuation.

Principles and practices of filing and record-keeping.

Basic principles of training and supervision; advanced cash handling procedures.

Ability to:

Learn, understand and correctly interpret policies and procedures of the department to which assigned.

Research, interpret and apply complex laws/regulations, court orders, program policies/procedures, and third-party rules/requirements related to specialized clerical activities.

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.

Evaluate and establish priorities.

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

Operate standard office machinery.

Perform simple mathematical calculations.

Follow complex oral and written procedures and directions.

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:

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

OR

Two (2) years of full-time of increasingly responsible clerical experience in an office environment that includes public contact.

Training:

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:	7431390
Bargaining Unit:	40
FLSA Status:	Y
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	250