

OFFICE ASSISTANT I/II/III

DEFINITION

To perform a variety of clerical duties in support of the function to which assigned; to provide word processing and data entry support; and to provide information and assistance to the public regarding departmental policies and procedures.

DISTINGUISHING CHARACTERISTICS

Office Assistant I is the entry/trainee level classification in the Office Assistant series. This class is distinguished from the Office Assistant II/III by the performance of the more routine tasks and duties assigned to positions within the class series. Since Office Assistant I typically is used as a training class, employees may have only limited or no directly related work experience.

Office Assistant II is the journey-level classification in the Office Assistant series and is distinguished from the Office Assistant I by the performance of the full range of duties as assigned, including those tasks which require familiarity with the policies, procedures and organization of the County.

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 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.

SUPERVISION RECEIVED AND EXERCISED

Office Assistant I/II – Receive supervision from higher-level supervisory or management staff.

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. Greets and assists office visitors.

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

May take and transcribe dictation.

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

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

Schedules appointments, meetings, etc., for supervisors as required.

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

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.

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.

May assign, review and/or coordinate the work of lower-level Office Assistants and/or volunteers as assigned; may assist in training new personnel.

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

Operates various office equipment, which may include a computer, printer, typewriter, calculator/adding machine, copier, fax machine, postage machine, two-way radio, telephone, etc.

Maintains neat and orderly office environment.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Modern office procedures, methods and technology, including computers.

Basic bookkeeping practices.

Basic arithmetic.

English usage, spelling, grammar and punctuation.

Principles and practices of filing and record-keeping.

Ability to:

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

Understand and follow oral and written instructions.

Performs general clerical work with efficiency.

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.

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: Some clerical experience including public contact is desirable.

Office Assistant II: One year of experience as an Office Assistant I in Glenn County; or one year of increasingly responsible clerical experience including public contact.

Office Assistant III: One year of experience as an Office Assistant II in Glenn County; or two years of increasingly responsible clerical experience including public contact.

Training (for all levels):

Equivalent to the completion of the twelfth grade.

Office Assistant	I	II	III
Classification Code:	7413000	7421385	7431390
Bargaining Unit:	40	40	40
FLSA Status:	Y	Y	Y
Workers' Compensation Code:	8810	8810	8810
Pay Table:	CNTY	CNTY	CNTY
Range:	Refer to current "Class Range Sort List"		