

OFFICE ASSISTANT I

DEFINITION

Under direct supervision, performs routine office support activities related to filing, reception, form processing, record maintenance, mail handling, personal computer operation or typing; obtains and relates information related to department records, programs and services; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This is the entry-level class in the Office Assistant series. Incumbents, in performing all aspects of office assistant tasks, do so under supervision and the higher-level tasks assigned are done as part of their training for higher-level class placement. Generally, incumbents progress as they show ability to learn and apply more complex tasks. Incumbents in this class are rotated among a variety of desks, if feasible.

REPORTS TO

A variety of County supervisory or management positions, depending upon the department or program area where assigned.

CLASSIFICATIONS SUPERVISED

This is not a supervisory classification.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Assists the public in person or by phone; answers inquiries regarding departmental operations, services and programs; screens and routes telephone calls and messages; receives and hands out forms and packets; may explain and assist the public in proper completion of forms; informs supervisor or staff of the nature of calls received; announces visitors.

May produce a variety of materials using a computer keyboard or typewriter, including letters, memos, reports, summaries, standardized forms, cards, labels, folders and similar materials; edits materials for spelling, punctuation, grammar and neatness.

Opens, time stamps, sorts and distributes in-coming mail and other materials according to routing instructions; picks up and prepares outgoing mail; maintains logs, lists, rosters and other records; addresses, stuffs, and stamps envelopes.

Sorts and files a variety of materials and documents; locates and pulls files; verifies that materials placed in files are related and complete; prepares new file folders and inserts related materials; performs alphabetical, numerical or chronological filing; assembles information in accordance with oral or written instruction.

May review, balance and maintain daily registers, journals, and records; makes arithmetical tabulations; traces and adjusts errors; prepares simple reports.

May receive money, issue receipts, balance cash and/or receipts, deposit money.

Proofs and completes a variety of standardized forms; searches for and extracts factual information.

May compose short routine letters, cover letters or notices; assemble needed or reference materials from files, records, or guides.

Operates a variety of modern office machines and equipment including personal computers, typewriters, adding machines, copiers, addressographs, binders, collators, call directors, alpha readers, and microfilm equipment.

Enters and retrieves data from electronic data processing systems where the routines and procedures require limited interpretation and application development; establishes and updates information, generates documents and correspondence, communicates with others via electronic means; updates computer system files; produces statistical, data processing and production related reports; prepares, reviews, and maintains forms, files and other necessary electronic records.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is normally performed in an office environment; continuous contact with other staff.

DESIRABLE QUALIFICATIONS

Working knowledge of: modern office practices, methods and procedures, general goals and purposes of county and departmental programs, services, and operations, English grammar, vocabulary, spelling and punctuation; the use of electronic information equipment and specific systems as used within the department.

Some knowledge of: basic arithmetic, and ability to perform computations.

Ability to: understand and carry out oral and written instructions; read English at a level necessary to understand procedures, manuals, policies and guidelines; write English at a level necessary to prepare correspondence and record incoming information; speak English at a level necessary to communicate information clearly; exercise sound judgment when initiating processes, actions, and alternatives within established procedures and regulations; establish and maintain harmonious work relationships with co-workers and the general public; communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds; learn and perform assigned clerical tasks and routines; maintain confidentiality of restricted information; maintain records and prepare reports or correspondence; use electronic information equipment and specific systems as used within the department; enter data accurately.

Training and Experience:

Education and Experience: Any combination of formal coursework and training which would likely provide the required knowledge and abilities. Some exposure, paid or unpaid, in performing office tasks.

Special Requirements:

None

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