

OFFICE ASSISTANT

DEFINITION

Under general-immediate supervision, coordinates office activities and performs operational support work and highly responsible general and accounting clerical work; performs other related work as required.

DISTINGUISHING FEATURES

Positions in this class perform a wide range of operational activities, highly responsible clerical work and may be responsible for the independent performance of particularly difficult and specialized clerical work and/or for providing lead direction for clerical employees. Work in the class is distinguished from that of higher classes by the lower-level administrative work and limited supervisory responsibilities. Work in the class is distinguished from that of lower classes by the full range of office operational activities performed, including those related to accounting functions and/or by the scope of event coordination performed. Incumbents are able to perform the full range of duties assigned with only occasional instructions or assistance as unusual or unique situations arise.

EXAMPLES OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification or is similar or closely related to another duty statement.

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Essential Duties

1. Performs a wide range of responsible, difficult and/or confidential clerical and operational work for a department or division.
2. Performs difficult and responsible typing, document production and data organization through the use of a variety of office equipment including computers and other office technology.
3. Prepares a variety of materials from written or oral instructions or recording equipment including correspondence, reports, charts, spreadsheets and statistical data that may be complex, and/or sensitive; initiates and/or composes correspondence and other documents.
4. Establishes and maintains complex and confidential files and recordkeeping systems; maintains inventories and orders supplies; maintains manuals and updates resource materials; copies, collates and distributes information; opens, sorts and distributes mail.
5. Answers telephones and receives visitors; schedules appointments and maintains calendars.
6. Arranges and coordinates major events and meetings.
7. Provides information, routes inquiries, resolves complaints and interprets and explains policies.
8. Coordinates office activities, workflow, and operating procedures; acts as liaison with other departments/divisions and/or other agencies and groups; coordinates project or program activities as assigned.
9. Collects and reviews information and prepares various reports and summaries.
10. Performs department/division accounting functions including payroll, accounts payable, accounts receivable and cash receipts record maintenance and compiles and prepares related reports; performs arithmetic calculations; may prepare cost estimates.
11. May assist in departmental budget preparation and budget administration.
12. Coordinates clerical work activities and may provide lead direction and training for clerical employees.

WORKING CONDITIONS:

- Office or police/fire station environment.
- Noise level is usually moderate, ambient office sounds such as speaking, working office equipment, and software.
- Frequent interaction with City departments, the general public, and/or citizens which may include responding to

various inquiries, providing City or department information, and interacting with upset customers, staff, and the public in interpreting and enforcing departmental policies and procedures.

PHYSICAL DEMANDS:

- Dexterity of hands and fingers to operate objects, controls, and/or tools such as but not limited to a computer keyboard or calculator and to operate standard office equipment.
- Seeing to interpret, read, and maintain various documents, such as files, contracts, and reports, in electronic and non-electronic formats.
- Hearing and speaking to present and exchange information and to communicate in person and by telephone.
- Frequent sitting for extended periods of time
- Occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.
- Occasionally lift, carry, push, and pull materials and objects up to 25 pounds.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school.

Experience: Three years of highly responsible clerical experience, involving word processing, data entry, computerized document production and records retention work; preparation, processing and maintenance of accounting, bookkeeping, payroll, statistical, billing or other financial records, including use of designated specialized accounting or financial applications; public contact; recordkeeping and file maintenance. Experience coordinating office activities, workflow and operating procedures is desirable.

Knowledge

Knowledge of modern office practices and procedures; general accounting principles; modern office equipment technology and software including computers; filing, indexing and cross-referencing methods; correct English usage, spelling, grammar and punctuation; business letter writing and report preparation; various document formats and presentations.

Ability

Ability to perform both complex and routine clerical work with speed and accuracy; type at 45 words per minute; coordinate office activities and workflow; coordinate major events; effectively perform regular job duties and tasks on a computer; effectively operate a variety of modern office equipment including computers, word and data processing equipment; proficiently use Microsoft Office suite and/or similar related software; interpret and apply established City policies, procedures and codes; interpret and analyze information; prepare complex records and reports; perform arithmetic calculations; perform and coordinate various accounting functions; work effectively under pressure and with frequent interruptions; use initiative and exercise independent judgment; establish and maintain accurate records; communicate effectively; establish and maintain effective working relationships.

Typing Skill

Ability to type from clear printed copy at a speed of 45 net words per minute.

10 Key Skill

Selected positions may require ability to operate a 10 key calculator by touch.

Other Requirements

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.
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