

CLASS SPECIFICATION



CLASS: Office Assistant
ALLOCATION: County-wide
FLSA STATUS: Non-exempt
UNION AFFILIATION: YCEA / Non-Represented

ESTABLISHED: Circa 1996
REVISED/RETITLE: July 2019

JOB SUMMARY:

Under close supervision, incumbents provides a limited spectrum of office support activities to an assigned department, which may include word processing, data entry and organization, reprographics, telephone and counter reception, scheduling, updating websites, maintaining records, and filing; create routine forms, memoranda, correspondence, and/or reports; perform routine operation of equipment; provides information and assistance to staff and the general public; and performs related duties as assigned.

This is the entry-level class in the office support series.

CLASS CHARACTERISTICS:

This position reports directly to an appropriate supervisor or manager depending on department assigned. This class is distinguished from Office Specialist in that the latter performs a wide variety of administrative, secretarial and office support duties of considerable complexity, requiring thorough knowledge of the assigned department, division or program, which require an additional definable requirement of technical knowledge and skill.

EXAMPLES OF DUTIES:

Essential:

- Perform office support duties related to the assigned work unit.
 - Gather routine information from a variety of sources for the completion and processing of forms, records, applications, etc.; contact individuals to obtain additional information.
 - Serve as receptionist and receive and screen visitors and check in them for in appointments; receive and screen telephone calls and take messages; provide factual information regarding County, department, or division activities.
 - Performs routine clerical support work, which may include, but is not limited to, copying documents, filing/retrieving/purging files, processing mail, faxing information, collating documents, maintaining lists and logs; scanning/imaging/indexing documents, opening and distributing mail, processing outgoing mail; ordering and maintaining inventory of supplies and forms.
 - Maintain records and process various forms, applications, permits or other department or division specific documents, which may include handling money to process applications and permits.
 - Type correspondence, reports, and forms related to the organizational unit to which assigned from drafts or notes, word processor.
 - Proofread and check typed and other materials for accuracy, completeness, compliance with departmental policies, and correct English usage, including grammar, punctuation, and spelling.
 - Enter, edit and retrieve routine data and prepare periodic or special reports, from an online or a personal computer system and following established formats.
 - Prepare and update a variety of reports and records which may require the use of arithmetic calculations and consolidating materials from several sources.
 - Arrange meeting by notifying attendees and reserving rooms.
 - Operate standard office equipment, including word processors, computers, facsimile equipment and central telephones; may operate department-specific equipment after training.
 - Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (Cal OSHA) rules and regulations.
- Perform such office support activities as making transportation and/or travel arrangements.

EMPLOYMENT STANDARDS:

Knowledge of:

- Basic record-keeping principles and practices.
- Business letter writing and the standard format for typed materials
- Business arithmetic.
- Methods of preparing and processing various records, reports, forms, and other documents.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.

- Modern equipment and communication tools used for business functions and programs, projects, and task coordination.
- Computer and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documents.

Skill in:

- Dealing tactfully and effectively with persons in the course of work, including those of diverse socio-economic and cultural backgrounds.
- Making accurate basic mathematical calculations.
- Entering mathematical and related information into a computer system with speed and accuracy.
- Organizing and maintain accurate files and records.
- Typing accurately at speeds necessary for successful job performance.
- Effectively using computer systems, software applications, and modern business equipment to perform a variety of work tasks.

Ability to:

- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Perform detailed office support work accurately.
- Understand and follow oral and written directions.
- Compose routine correspondences from brief instructions.
- Verify scanned images.
- Read and interpret basic documents and applications.
- Communicate clearly and concisely, both verbally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and working relationships with those contacted in the course of work.
- Exercise appropriate judgment in answering questions and releasing information.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Generally a typical office environment with moderate noise levels, controlled temperature conditions.
- Employees may interact with members of the public under emotionally stressful conditions.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; may be required to maintain license throughout employment at the discretion of the Appointing Authority.
- Typing Certificate: Minimum Net of 40 wpm. Typing Certificate must indicate results from a five (5) minute test with at least the minimum net wpm required.

Special Requirements:

- Must successfully complete a background investigation, which may include Live Scan fingerprinting prior to hire.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: Graduation from high school and one year of general clerical or office assistant experience.

PREFERRED: In addition to the minimum, one year (30 semester units) college coursework and two years of office support experience. Certain positions may prefer increased typing accuracy and speed.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Human Resources Approval:

Date:

Signature: _____

EEOC: F

WC: 8810

Human Resources Approval:

Date:

Signature: _____