

CLASS SPECIFICATION

Office Assistant II

Office Assistant I (Flex)

Code Number: _____

GENERAL PURPOSE

Under general supervision, performs a wide variety of routine to moderately difficult clerical support functions, including greeting visitors in person and by telephone, data entry and records management duties; types a variety of correspondence, documents, reports and other materials requiring skilled word processing; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents in this class performed skilled word processing and data entry duties and carry out responsible and specialized office, clerical and records management functions requiring a good knowledge of Commission and section policies and procedures. Incumbents may provide office administrative and basic secretarial support services to managers and staff and provide backup to other office clerical and administrative staff.

Office Assistant I/II performs a range of office clerical duties of varying levels of difficulty, requiring a general knowledge of section procedures and practices. Work assigned to an Office Assistant requires knowledge of the functions applicable to an area of assignment and the ability to solve problems of average complexity.

Office Assistant I/II is distinguished from Senior Office Assistant in that Senior Office Assistants perform more difficult and specialized clerical and office support functions with minimal direction and supervision, involving more diverse and difficult assignments requiring greater familiarity with Commission functions, policies and procedures, in addition to the use of a greater degree of initiative and independent judgment in establishing work priorities and selecting work methods.

Office Assistant I is the entry-level class in the secretarial, clerical and office support series. Initially under direct supervision, incumbents learn and perform a variety of specialized office support duties in an assigned unit.

Office Assistant II is the journey-level general office clerical class.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Types, formats, edits, revises, proofreads and prints notices, reports, correspondence, memoranda, transmittal sheets, statistical charts and other documents; types from rough notes, drafts and brief oral instructions; composes routine correspondence; edits and revises materials on diskette; creates and maintains databases of records, lists and projects; creates standard statistical spreadsheets; designs and revises routine to moderately difficult forms, charts and graphs.

Operates a computer and performs word processing and/or data entry in accordance with standard procedures and computer software requirements; verifies the accuracy of materials produced and/or input data; generates reports and documents; operates a variety of standard office equipment.

Provides secretarial and general office support services for managers, supervisors and staff; schedules meetings and makes meeting arrangements; prepares and distributes agendas and minutes.

Collects data, compiles required information and types standard agreements and contracts for approval, signature and execution.

Maintains a variety of standard office and specialized records and files; prepares manual and computer logs and files; summarizes information and prepares routine reports.

Picks up and distributes incoming mail; opens, logs and routes office mail; stuffs, sorts and prepares outgoing mail; retrieves, delivers and sends faxes.

Acts as receptionist for an assigned unit or office; answers, screens and refers telephone calls; takes telephone messages; assists tenants, owners, the public, officials and others in person and/or by telephone; responds to questions and complaints; mails requested materials and documents.

Schedules appointments and develops and maintains appointment calendars; schedules inspections and develops and maintains inspection schedules.

Processes applications and enrollment requests; collects and processes fees and charges; registers participants in city sponsored programs.

Copies, compiles and distributes documents and materials.

Sorts, codes, cross-references, duplicates and files a wide variety of Commission records and documents; pulls files upon request; makes new file folders; retrieves, duplicates and distributes copies of records; creates and maintains chronological files; maintains up-to-date file listings, indexes and cross-references.

OTHER DUTIES

Assists in the maintenance of agency laser printers; troubleshoots and resolves basic printer problems; cleans and performs minor maintenance and hardware adjustments on printers and other peripherals.

Monitors and maintains inventories of standard office supplies and materials; types purchase requisitions and check requests.

Operates a variety of standard office equipment; performs miscellaneous clerical and secretarial tasks.

Provides backup support to the Information Systems help desk.

Troubleshoots and performs minor maintenance on duplicating equipment and other office machines; submits requisitions for duplicating equipment supplies, repairs and services.

Operates two-way radios and/or cellular telephones to relay information and works orders to field crews.

DESIRED MINIMUM QUALIFICATIONS

The level and scope of the knowledge and abilities listed below vary according to the I versus II levels distinguished in the previous section.

Knowledge of:

Office administration practices and procedures; correct English usage, including spelling, grammar and punctuation; Commission and section rules, policies and procedures applicable to assigned areas of work; recordkeeping and filing practices and procedures; word processing, spreadsheet and other standard business software; records management practices and procedures.

Ability to:

Operate a computer terminal and/or computer using word processing, spreadsheet, database and other standard business software; operate standard office equipment; type accurately at a speed necessary to meet the requirements of the position; organize, set priorities and exercise sound independent judgment within areas of responsibility; organize and maintain office and specialized files; communicate clearly and effectively orally and in writing; understand and follow written and oral instructions; prepare clear, accurate and concise records and reports; use tact, discretion and courtesy in dealing with tenants, owners, officials, the public and other encountered in the course of the work; establish and maintain effective working relationships with Commission managers, employees and others encountered in the course of work; some

positions require the ability to perform high-volume data entry accurately and at a speed to meet established production standards.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is:

Office Assistant I – Graduation from high school or G.E.D. equivalent and one year of office administrative or secretarial experience; or an equivalent combination of training and experience.

Office Assistant II – An Office Assistant I may be considered for advancement to Office Assistant II after demonstrating proficiency to perform full range of duties in the assigned work unit.

Typically, An Office Assistant I is expected to be capable of meeting the proficiency criteria within a 12 to 18-month period.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit, walk and stand; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 10 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data and information; analyze and solve routine problems; observe and interpret situations; perform basic arithmetic calculations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under established deadlines; and interact with Commission managers, employees, tenants, owners, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions.