



January 2017
FLSA: NON-EXEMPT

OFFICE ASSISTANT

DEFINITION

Under immediate supervision, learns to perform and performs a variety of office support functions, including reception and customer service, mail and fax distribution, document production, travel preparation, vehicle usage coordination, purchase order routing, basic report preparation, office supplies purchasing, and clerical accounting support; assists with special projects as needed; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Administrative Services Manager. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the entry level class in the office support series with the primary responsibility of public reception and customer service. This class serves as the first point of contact to the public, and as incumbents gain experience, they perform a greater variety of office support duties for various functions and divisions. Incumbents make quick decisions regarding caller needs and prioritize work assignments. This classification is distinguished from the higher classification of Administrative Assistant in that the latter performs the full range of technical and specialized administrative support duties of the work area or division to which assigned requiring additional training and/or experience.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives and transfers calls to appropriate personnel; takes and transmits messages; provides general agency information and alternative telephone numbers to public callers; greets and routes office visitors.
- Uses personal computer to type lists, memos, letters, forms, reports and other assignments; makes routine checks of clerical work for compliance with specific requirements of form and content; searches records and files for data; shreds materials as needed.
- Sorts and arranges documents and correspondence in alphabetical and numerical order; indexes, codes and cross-references records or files according to established procedures; performs all types of filing (alphabetical, numerical, chronological and code) and pulls and changes out file material.
- Collects and delivers correspondence, records and packages; distributes incoming mail and faxes; stuffs, seals, stamps, and meters outgoing mail; copies a variety of documents.

- Participates in document production including assistance with the preparation of Board of Director and committee agenda packets.
- Assists with invoice mailings.
- Prepares annual renewal inventory reporting forms related to business permits and related licenses; sends renewal forms to appropriate staff for approval; prepares monthly reports of postage, car usage and credit card usage; prepares the rotation calendar assigning backup duties to other support staff as needed.
- Prepares the special projects calendar, which includes room usage and associated reservations, special mail outs, and other associated duties.
- Provides clerical support to the accounting function; enters cash receipts data and billing codes into the District's financial computer software application system; updates data in other software systems; assists with the distribution and mailing of checks payable.
- Receives travel requests and makes travel arrangements for staff; schedules the use of company pool cars for employees.
- Monitors inventory and gathers periodic office supply orders; orders office supplies electronically.
- Prepares and coordinates the routing for approval of purchase order requests.
- Scans permits for the Engineering Division.
- Tracks utility bills to compare usage to prior periods.
- Assists various divisions as needed for special projects.
- Establishes positive working relationships with representatives of outside organizations, state/local agencies and associations, vendors, District management and staff, and the public.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Standard office and administrative policies and procedures.
- Methods and techniques of providing information and customer service to the public, in person and by telephone.
- Record processing and maintenance procedures and systems.
- Preparation of complicated documents.
- Basic principles of mathematics.
- Applicable federal, state and local laws, codes and regulations.
- Methods and techniques of scheduling work assignments.
- Standard office procedures, practices and equipment, including a computer and applicable software.
- Applications used in the District to support functions such as accounting.
- Methods and techniques for record keeping and report preparation and writing.
- Occupational hazards and standard safety practices.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Deal tactfully and courteously with the public, in person and by telephone.
- Learn applicable District policies and procedures in a timely manner.
- Use sound judgment in following and applying appropriate regulations, policies and procedures.
- Perform detailed office support work quickly and accurately.
- Perform basic mathematical calculations quickly and accurately.

- Understand, explain and apply applicable laws, codes, ordinances and regulations.
- Read, interpret and record data accurately.
- Organize, prioritize and follow-up on work assignments.
- Work independently and as part of a team.
- Make sound decisions within established guidelines.
- Follow written and oral directions.
- Observe safety principles and work in a safe manner.
- Operate a variety of office equipment, including a computer and variety of word processing and software applications.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of twelfth (12th) grade and one (1) year of clerical, office, or administrative support experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.