

OFFICE ASSISTANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under immediate supervision, performs a wide variety of routine and less complex tasks and duties assigned to classes within the office support series including typing of forms, memoranda, correspondence, reports; assists callers and visitors by supplying information personally or directing information requests according to established procedures; sorts, logs and maintains records and other documents; learns policies, procedures and work methods associated with assigned duties; performs other duties as required.

DISTINGUISHING CHARACTERISTICS

The Office Assistant is the entry level class in the office support series responsible for performing less complex assignments within an established procedural framework where there are minimal consequences of error. This classification is distinguished from the next higher classification of Administrative Assistant I by the performance of more routine, repetitive and less complex assignments. Receives immediate supervision from administrative and/or management staff.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform a wide variety of general clerical, and routine administrative and programmatic work in support of assigned programs, division, or department.
2. Type, word process, format, edit, revise, proofread, and process a variety of documents and forms; develop, revise, and maintain standardized and master documents; may compose correspondence and other documents.
3. Screen office calls, visitors, and mail; provide information and assistance including responding to requests for information and assistance; refer callers to proper authority; sort and distribute mail.
4. May maintain calendar of activities, meetings, and various events for assigned staff; may coordinate activities and meetings with other City departments, the public, and outside agencies; may coordinate and arrange special events as assigned.
5. Maintain accurate and up-to-date office files, records, and logs for assigned areas; develop, prepare, and monitor various logs, accounts, and files for current and accurate information.
6. Compile, prepare, and enter data into a computer from various sources including accounting, statistical, and related documents; create and maintain computer based tracking information and reports; input corrections and updates.
7. May participate with special projects as assigned; assist in planning, coordinating and implementing assigned programs and events; assist in monitoring assigned programs.

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8. Ensure that all required supplies are available as needed and that the facility and equipment are in proper working order; maintain and order office supplies; prepare purchase requisitions; receive invoices and checks for accuracy; process payments.
9. Operate a variety of office equipment including a computer, copier, facsimile machine, and adding machine.
10. Utilize various computer applications and software packages; become familiar with various software specific to assigned department.
11. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Modern office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Principles of business letter writing and basic report preparation.
- Records management principles and procedures including record keeping and filing principles and practices.
- Standard business mathematics.
- Methods and techniques of proper phone etiquette.
- English usage, spelling, grammar, and punctuation.
- Customer service and public relations methods and techniques.

Ability to:

- Perform a variety of office support duties and activities, following standard guidelines, in support of the assigned department, division, or program area.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Type or enter data accurately at net 35 words per minute.
- Participate in the preparation of a variety of administrative and financial reports.
- Establish and maintain a variety of specialized files and records.
- Prepare correspondence and memoranda from instructions.
- Perform routine mathematical calculations.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Plan and organize work to meet changing priorities and deadlines.
- Understand and carry out oral and written directions.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies.
- Utilize public relations techniques in responding to inquiries and complaints.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Education/Training:

Equivalent of the completion of the twelfth grade.

Experience:

One year of responsible clerical, secretarial, or office administrative support experience.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with extensive public contact and frequent interruptions.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

FLSA: Non-Exempt

Created: December 2015

This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.