

OFFICE ASSISTANT I
OFFICE ASSISTANT II

DEFINITION

To perform a wide variety of responsible clerical duties in support of the assigned department; to provide information and assistance to the public regarding departmental policies and procedures; and to provide administrative support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

Office Assistant I - This is the entry level class in the administrative support Office Assistant series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Office Assistant I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Office Assistant II - This is the journey level class in the administrative support Office Assistant series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Office Assistant I

Receives general supervision from the assigned supervisor; and may receive technical and functional supervision from more experienced staff.

Office Assistant II

Receives general supervision from an assigned supervisor; and may receive technical and functional supervision from more experienced staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform a wide variety of responsible clerical duties in support of the assigned department including maintenance of accurate and detailed logs and records; verify the accuracy of information; research and resolve discrepancies.

Acts as a receptionist; answer the telephones; assist the general public in person with inquiries, on the phone, via mail and by email; provide information on departmental and City policies, procedures, applications, community events, and other requests as required.

Compile information, prepare, proofread and distribute as needed a variety of documents including general correspondence, meeting minutes, agendas, reports, flyers, memoranda statistical charts and data and financial reports.

Create and maintain the department's physical and electronic filing and records systems; ensure accuracy of files and records; update information as needed; keep reference materials up to date; arrange for repair of equipment.

Process and distribute mail to staff.

Open and close cash drawer daily, verify and balance and prepare bank deposit and reconcile cash drawer records.

Prepare and confirm arrangements for meetings and functions; order, receive and organize office materials and supplies.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Office Assistant I

Knowledge of:

Practices and procedures for modern office operations.

Principles and practices of good customer service.

Methods and processes for accurate record keeping and data maintenance.

Ability to:

Perform a wide variety of responsible clerical duties and provide information and assistance to the public.

On a continuous basis, sit at a desk and/or stand at a counter for long periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

Organize physical and electronic files and be able to multi-task on a daily basis.

Review and update documents related to department operations.

Provide excellent customer service.

Understand and carry out oral and written instructions.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Learn relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

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

Experience:

Some clerical office experience is desirable.

Training:

Equivalent to the completion of the twelfth grade.

License and Certificate

Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Office Assistant II

In addition to the qualifications for the Office Assistant I:

Knowledge of:

Policies and procedures related to the department to which assigned.

Processes and methods of cash handling and related record keeping.

Relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Ability to:

Conduct research, collect, analyze, summarize and provide accurate information and present it in detailed reports and documents.

Observe, identify and problem solve office operations and procedures; research and resolve record and document discrepancies.

Balance and reconcile cash drawers; prepare deposit slips.

Understand, interpret and explain department policies and procedures; problem solve office issues for the public and with staff.

Experience and Training

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

Experience:

Two years of responsible experience similar to Office Assistant I with the City of Healdsburg.

Training:

Equivalent to the completion of the twelfth grade.

