

**OFFICE ASSISTANT**

**DEFINITION**

Performs a variety of responsible office administrative support activities for District employees, which may include telephone and counter reception, word processing, provision of factual information and problem resolution to public, data entry, organization and retrieval, receipt of payments and documents, record keeping and auditing, and report preparation and filing, and performs related work as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

This class receives general supervision from departmental management, supervisory, professional, or higher-level office support staff. No direct supervision is provided, however, direction and work instruction and/or review may be provided to volunteer staff on a project basis.

**CLASS CHARACTERISTICS**

This is an experienced level office support class, capable of performing a wide variety of work to ensure that office operations run smoothly and that the public and staff receive the highest standards of customer service. Responsibilities include performing work independently in day-to-day situations, although supervision is available in difficult or unusual situations. The work requires the interpretation and application of policies, procedures and regulations and involves extensive public contact. This class may perform specialized duties that may require application of a larger base of technical knowledge, tact and discretion in addition to office administrative support skills to provide services to a department manager and associated staff and/or a functional organizational unit with District-wide impact.

**EXAMPLES OF DUTIES** (Illustrative Only)

- Receives and screens visitors and telephone calls; takes messages, directs the caller to the proper office or person and/or provides factual information or problem resolution regarding District and departmental activities and functions that may require the application and explanation of rules, policies and procedures.
- Arranges meetings by scheduling rooms, notifying participants and arranging for refreshments as appropriate.
- Prepares detailed correspondence, reports, forms, invitations, graphic materials, and specialized documents from drafts, notes, brief instructions, corrected copy, or dictated tapes.
- Proofreads materials for accuracy, completeness, compliance with departmental policies, formatting and correct English usage including grammar, punctuation and spelling.
- Enters, edits, updates and retrieves data from narrative reports or spreadsheets and prepares periodic or special reports, following established formats and menus; may create new departmental forms; may perform production data entry on a project basis.
- Checks and tabulates standard arithmetic or statistical data; may summarize such information and prepare periodic numerical reports.

- Establishes and maintains office files, following an established filing system; compiles information from such files; purges files as required.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, ordering and coordinating supply orders and arranging for equipment purchase and maintenance.
- Processes and distributes incoming and outgoing mail for the office or department.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones; may operate a two-way radio or other department-specific equipment or vehicles.
- May prepare meeting agendas and minutes for District and/or specified committee meetings and attends meetings.
- May perform project research and report preparation; may prepare technical reports, issue permits and perform other technical work related to District activities.
- Implements, evaluates and makes suggestions to improve existing programs and activities that support district objectives.
- May collect and account for fees and other monies collected.
- Coordinates special projects, which vary depending on department to which assigned.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Standard office practices and procedures, including record keeping and filing and the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Correct business English, including spelling, grammar and punctuation.
- Computer applications related to the work, including word processing, spreadsheet and data base applications.
- Standard business arithmetic and basic statistical techniques.
- Departmental and District functions, policies and procedures.
- Applicable laws, rules and regulations.
- Basic organization and function of public agencies, including the role of an elected District Board.
- Codes, regulations, policies, agreements, technical processes and procedures related to District activities.
- Techniques for dealing effectively with the public and District staff, in person and over the telephone.

#### **Skill in:**

- Performing a variety of office support duties, following standard guidelines.
- Compiling information from varied sources and preparing accurate records and reports.
- Composing standard correspondence and reports independently or from brief instructions.
- Filing with speed and accuracy.
- Making accurate arithmetic and statistical calculations and receiving and balancing money.
- Using English effectively to communicate in person, over the telephone and in writing.

- Taking meeting notes rapidly and accurately transcribing own notes.
- Interpreting and implementing policies, procedures and computer applications related to the District.
- Using independent judgment within established procedural guidelines and written policies.
- Interpreting, applying and explaining department and District regulations, policies and procedures.
- Organizing own work, setting priorities, meeting critical deadlines and balancing multiple objectives.
- Word processing and entering data into standard computer formats and producing correspondence and reports with speed and accuracy sufficient to perform assigned work.
- Responding to and effectively prioritizing multiple phone calls, visitors and other requests and interruptions.
- Establishing and maintaining a records management system for the assigned organizational unit.
- Taking a proactive approach to customer service issues.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

**Education and Experience:**

Equivalent to graduation from high school and two years of office support, secretarial or general clerical experience. Experience in dealing with the public and working in public agency setting and college or business school training in an appropriate curriculum are desirable

**Interpersonal Effectiveness:**

Ability to work effectively in a team-based organization focused on continuous improvement; establish and maintain a positive customer service attitude and effective working relationships with customers; demonstration of strong two-way communication skills, including the ability to listen, explain, and facilitate; ability to ask for input; offer help without being asked; accept suggestions; work with others to solve problems; and provide recognition and encouragement.

**License and Certification:**

Must possess a valid California class C driver's license and have a satisfactory driving record. Must possess or obtain Cardiopulmonary Resuscitation and First Aid certificates within a time period specified by the District.

**Other Requirements:**

Willingness and ability to work scheduled and emergency overtime; and attend meetings, workshops, and seminars during work and non-work hours as assigned.

**Physical Requirements:**

Be able to possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and

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hearing and speech to communicate in person and over the telephone. Mental and physical ability to read fine print and computer monitors; converse in person and over the telephone; use a computer keyboard and calculator; sit for long periods of time, bend, stoop, stretch and reach; and strength and stamina to safely lift and carry up to 30 pounds.

**Work Environment:**

Works indoors, using computer monitor, works around others, works alone, works with others. May rarely work outdoors.