

OFFICE ASSISTANT II

Class Code: 032

Range: E/10

Definition: Under general supervision, to perform a variety of office and general clerical and receptionist duties in support of the assigned department.

Distinguishing Features: This is an entry/journey level in the clerical/secretarial series. Employees work within a framework of established procedures. Positions at this level are distinguished from higher level classifications in this series by performing more routine clerical functions and usually exercising less independent discretion and judgment in matters related to work procedures and methods. Work usually fits an established structure or pattern. Exceptions or changes in procedures are explained as they arise.

Examples Of Essential Position Duties

The following duties represent the principal duties, however, they are not all-inclusive. Other duties may be required and assigned.

- Type general correspondence, memoranda, contracts, bid packages, legal documents, and reports from handwritten or typed notes, drafts, or machine dictated tapes; format documents and check drafts for punctuation, spelling, and grammar; make or suggest corrections to drafts; distribute copies of materials.
- Serve as receptionist; assist callers and visitors by directing them to appropriate staff; schedules appointments, performs counter work, answers questions related to department programs, and refers the public to information sources
- Prepare and maintain records; enter and retrieve data; produce various documents and reports utilizing standard and advanced equipment and computer functions and programs, developing formats and manipulating data to achieve desired results.
- Maintain departmental files; file copies of letters, memoranda, reports, and other materials in departmental and/or central files; ensure compliance with records retention system procedures.
- Proofread documents; gather and documents information and data in accordance with departmental requirements; compute or verify data, enters and retrieves data from computer files, and review computer printouts for accuracy.
- Compile and maintains data for reports and billing purposes; receives and posts fees and other payments.
- Process documents and other materials in accordance with regulatory and departmental procedures; process incoming and outgoing mail; act as primary clerk when assigned to a specialized or small unit.
- Perform moderately complex record keeping duties and conducts file and record searches.
- Operate standard office equipment and machines; make copies; collate materials.

Auxiliary Duties:

The following duties represent duties that are generally performed by this position, but are not considered the principal job duties.

- Fill in for other staff as needed.

- Perform other responsibilities and duties as assigned.

Qualifications

Minimum Qualifications: A combination of education and experience equivalent to the completion of the twelfth grade. One year clerical experience involving public contact. A college degree may be counted toward years of experience.

Knowledge, Skills and Abilities: Requires a knowledge of modern office practices and procedures; business English composition, spelling and basic arithmetic. Ability to type accurately a variety of complex materials rapidly and accurately; operate office equipment and machines with accuracy and skill; alphabetize and arrange in numerical order; understand and follow oral and written instructions; learn new tasks; follow prescribed departmental routines; compile data and prepare routine reports; establish and maintain effective working relationships with those contacted in the course of work.

Special Requirements: *Performance of the essential duties of this position include the following physical demands and/or working conditions:*

Ability to work in a standard office environment; requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; may require some moderate lifting, bending, reaching, kneeling and some climbing requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as typing, filing, data entry, and/or use of calculators, ten-key adding machine, or other office equipment or supplies.