

## OFFICE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This position involves the performance of standardized clerical tasks, which may require operation of such equipment as personal computer, word-processor, or typewriter. Specific duties vary with the needs of the municipality, department or division. Procedures are usually fixed but detailed instructions are given for new or difficult assignments. Work involves the processing of all or part of the work flow of an office or part of an office which involves judgment in scheduling and prioritizing work, and evaluating submitted data for compliance with established criteria. Work is performed under general supervision. Supervision of others is not a responsibility. Performs related work as required.

### TYPICAL WORK ACTIVITIES: (Illustrative only)

Receives and organizes work to be typed determining document format;

Operates a personal computer or word-processing equipment to produce correspondence, reports, and other documents as assigned;

Types correspondence, documents, records and other written material in final or draft form using handwritten, rough drafts, marked copy, oral recordings, etc. as source material;

Proofreads and corrects work for accuracy and completeness;

Issues form letters and notices;

Sorts, date stamps and distributes mail and packages;

Performs routine equipment maintenance tasks;

Maintains alphabetic, numeric and/or chronological files of correspondence, documents and materials as appropriate;

Distributes applications, forms, enrollment packets, cards, etc., and answers routine questions for completing them;

Processes applications, forms, enrollment packets, cards, etc., and maintains such information in electronic or paper filing system;

Fields questions and problems, provides information when possible, or refers to an appropriate person;

Provides routine information by telephone, and refers or directs callers appropriately;

Maintains and updates calendars of office, department and/or program schedules and related information;

Maintains and balances simple account or record keeping entries;

Prepares simple statistical reports from assembled data;

Maintains and distributes office supplies;

Operates desktop computers, network computers, or similar;

Operates a variety of business office machines such as copying machines, fax machines, calculators, etc.;

May process purchase orders, refund vouchers, and issue notices related to payment, returned checks, etc.

May issue permits and licenses;

OFFICE ASSISTANT (cont'd)

May collect fees and accounts for monies received;  
May prepare and maintain time records and payroll data;  
May operate or relieve at telephone switchboard;  
May be responsible for scheduling appointments;  
Performs a variety of related activities as required.

*Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.*

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS: Working knowledge of office practices, procedures, terminology and equipment; working knowledge of business arithmetic and English; ability to operate an alphanumeric keyboard at an acceptable rate of speed; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to enter data, organize and maintain records, and prepare reports; ability to understand and follow oral and written instructions; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships; accuracy; resourcefulness; initiative; good judgment; tact; courtesy; neat appearance.

MINIMUM QUALIFICATIONS: Either

- a) Graduation from high school or possession of a comparable diploma; or
- b) Two (2) years of clerical experience which must have involved some use of computer applications to enter data, maintain records or prepare reports; or
- c) An equivalent combination of training and experience as indicated in a) and b) above.