

# OFFICE ASSISTANT I

## **JOB PURPOSE OR SUMMARY**

Provides customer service to internal or external customers by performing a variety of routine administrative support activities of limited to moderate complexity. Contributes to efficient office operations using a basic understanding of department and County programs and procedures.

## **CLASSIFICATION DISTINCTIONS:**

The Office Assistant I is the first level clerical support classification. It is distinguished from the Office Assistant II classification in that duties are less varied, more routine in nature and the work is performed under closer supervision. The main focus of Office Assistant I duties is to provide front line customer service for the assigned department. Typically will provide information to customers concerning County related requirements and issues. Additionally, will answer questions regarding charges, delinquencies and refunds; will identify customer service problems and conduct research and communicate results to customer and direct customer to appropriate department if need be. Usually acts in the capacity of receptionist or cashier.

A variety of routine tasks are performed within well-defined procedures and are reviewed regularly for accuracy, adherence to established policies and procedures, quality and thoroughness. Assistance is readily available from co-workers and/or supervisor(s). Problems are identified and a solution is suggested to a lead or supervisor for approval. Typically supports department staff and mid-level management.

## **KEY OR TYPICAL TASKS AND RESPONSIBILITIES**

**Provides customer service and/or reception support to internal and external customers.**

- Greets and directs visitors.
- Receives, transfers or refers calls to proper sources; provides program information relating to division/department services; accurately transmits, screens or conveys information using proper format, document and procedures.
- Performs counter work; receives forms and answers questions about routine clerical processes or divisional functions. May also accept fee payments for permits or recording where charges are standard and evaluations of circumstances are not required. May issue certain standard documents such as licenses, receipts, permits and registrations.
- Collects information regarding more complex inquiries and refers to appropriate person for follow-up as necessary.

**Provides administrative support using computer software skills.**

- Uses computer software applications and equipment to prepare and complete routine forms, reports, correspondence, requisitions, tabulations and other materials from copy, rough draft; proofreads documents for typing and format errors; may use standard electronic typewriter for completion of forms.
- Operates equipment used in the offices served where extensive prior training is not required and operation can be learned in a short period of time; uses word processing, spreadsheet and database PC applications; types on sophisticated electronic typewriters, and/or operates other specialized office equipment with accuracy, skill, and independent judgement. May also operate 2-way radio.
- Retrieves data from computer database applications and may compile routine reports from various data sources.

**Provides general administrative support**

- Receives and sorts mail by addresses or other clearly defined systems; distributes mail, office records and supplies; performs messenger service within or between departments or offices.
- Compiles, verifies, posts and maintains logs, rolls, index directories and other information from data collected and maintained by the work unit.
- Completes and mails routine form letters of acknowledgment, notification and inquiry.
- Assists in the establishment and maintenance of general and technical files and records, i.e., personnel files, invoices, warrants and participant registers, correspondence files, report and suspense files, payroll records and miscellaneous files and records.
- Orders and maintains stocks, supplies and inventories.
- Schedules meetings, makes room arrangements and sends out schedule changes and notices. Coordinates (or assists with coordinating) functions and activities; sets up rooms and equipment required.
- Performs related duties as required.

**QUALIFICATIONS**

- Six- (6) months general office work experience. In those positions requiring typing, the incumbents must, upon entry into the position, be able to type at a rate of no less than 55 words per minute. May be required to possess or obtain a valid motor vehicle operator's license.

**Knowledge of:** general office practices and procedures; business English, spelling and basic arithmetic; PC computer applications such as word processing, multiple line telephone systems, spreadsheets and data bases.

**Ability to:** communicate clearly in face to face and phone interaction; use office equipment such as computers, typewriters, copy machines, facsimile machines; follow oral and written instructions.

**WORK ENVIRONMENT AND PHYSICAL DEMANDS**

Work is performed primarily in an office setting. Some walking, standing, bending, and carrying of light items may be required depending upon department and assignment. In some positions the incumbents may be spending a major part of the workday exchanging information orally and via telephone over a counter. Such duty may require prolonged periods of standing. Other assignments may involve more physical demands such as exposure to temperature extremes when delivering mail or products under all weather conditions; involve exposure to potentially dangerous equipment, chemicals, noise and noxious odors/fumes. Stapling, stacking, lifting, ladder climbing and storage are performed on a routine basis.

Essential duties include walking, driving, stamina, seeing, reading, speaking, handwriting and hearing.

Occasionally, incumbents experience highly stressful situations in the process of resolving problems of an immediate nature, such as facing irate citizens dissatisfied with information received, action taken or to be taken by a division or department, or denial of service for cause.

Operating a motor vehicle may also be required.

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Office use: 6/19/03