

## **OFFICE ASSISTANT III**

### **JOB PURPOSE AND SUMMARY**

Provides advanced level customer service to internal or external customers by performing a variety of complex administrative support activities which contribute to efficient office operations and require a thorough understanding of department and County programs and procedures.

### **CLASSIFICATION DISTINCTIONS**

This is the specialist level within the Office Assistant series. Positions at this level are distinguished by the requirement for a thorough and detailed understanding of the goals, policies and functions of the department and by the ability to address the more complex customer service and departmental needs. The next lower level, Office Assistant II, requires proficiency in the full range of office support functions but requires less departmental expertise and handles the less complex matters. The next higher level of Senior Office Assistant serves as a lead supervisor over a work group.

A wide variety of complex tasks are performed under general supervision. Assistance is not readily available from supervisor(s). This classification is expected to function independently in daily tasks and to use initiative and independent judgment on non-routine matters. The Office Assistant III acts as lead project coordinator on routine and complex assignments. Incumbents are expected to identify and resolve problems, referring only the most unusual/complex to a supervisor or manager.

Advanced clerical skills alone are not sufficient to warrant classification at this level, nor is simple possession of technical knowledge about the department. Responsibilities require a high level of independence.

**KEY OR TYPICAL TASKS AND RESPONSIBILITIES** - Assignments vary significantly from department to department. The position may serve as the administrative expert in certain areas as the senior person in a work group and/or have continuing individual responsibility for a group within a department providing various functions or services. Duties may include:

#### **Provides customer service to internal and external customers**

- Provides direct customer service in the more complex service areas; assists lower level Office Assistants in researching and responding to difficult and detailed requests and situations from internal and external customers.
- Coordinates and completes a set of complex processes to support the work of internal customers; develops or recommends new processes, systems and work procedures.

**Coordinates the office operations of a function or service within the department of assignment.**

- Researches, recommends and implements technical and/or administrative revisions to office systems, procedures and policies; interprets laws, regulations, policies and department procedures to the public and other staff.
- Assists with administrative tasks related to personnel, budgeting and facilities.
- Trains staff in the use of computer macros, templates, software, and data entry procedures, hardware and well as County department/division rules and regulations.
- Acts as project coordinator on major administrative projects.
- Implements new procedures and systems and trains staff
- May provide lead direction to other administrative support staff; trains, assigns and assesses the work of assigned employees.
- May assume charge of support functions and staff in the absence of a leadworker or manager

**Provides advanced administrative support**

- Develops and maintains databases for tracking departmental/program information; creates and produces complex reports from databases as required and necessary.
- Researches, interprets, prepares and maintains a variety of information and documents requiring knowledge of specific program requirements and terminology; creates written correspondence to customers regarding findings.
- Works with other departments, agencies or external contacts to research or coordinate work assignments.
- Compiles data, prepares documents and monitors expenditures to assist in the budget process. Researches and tracks information throughout the year.
- Composes and types complex detailed documents including letters, memos, minutes and other material from draft, dictation or general instructions.
- Proofreads and edits documents, presentation materials, brochures and other materials for grammar, clarity, punctuation and spelling; examines documents for completeness and accuracy.

- Gathers and compiles information and prepares reports and analyses in response to problems or as assigned.
- Uses spreadsheets to track, analyze and report quantitative information.
- Processes forms, applications, service requests and payments.
- Coordinates and organizes meetings, activities and functions; schedules rooms, assures notification of participants, arranges for necessary equipment and supplies.
- Performs related duties as required.

## **QUALIFICATIONS**

- Three to five years of responsible and advanced administrative support experience including the full range of office and support functions; telephone and reception, word processing, spreadsheet and other personal computer applications, filing systems, mail, supplies, budgeting, accounting and others. 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.
- Other combinations of education or experience, which would demonstrate the ability to perform the work, will be considered.
- Specialized experience in the area of assignment is highly desirable. However, this expertise is not required at entry into the classification.
- In some positions, the incumbent may be required to posses or be able to obtain a valid motor vehicle operator's license.
- Some positions require or prefer certain bilingual skills.

**Knowledge of:** general office procedures and practices and of the specialized functions, policies, and procedures of the work unit; spelling, capitalization, punctuation and rules of grammar, and of the formats and clerical procedures used in performing the work; filing and record-keeping procedures; applicable laws, county codes, ordinances, and policies governing the work of the department and assignment; business English; PC computer applications such as word processing, spreadsheets and data bases; basic bookkeeping and/or cashiering methods and practices as required by the position.

**Ability to:** establish and maintain cooperative and effective working relationships; master the more complex department processes, services and functions; operate standard office equipment such as computer software applications, telephones, facsimile machines, copy machines; apply sound judgment in making decisions independently in accordance with established policies, procedures, and regulations; effectively maintain harmonious relationships with customers, including co-workers; diffuse difficult or highly charged situations; follow oral and written

instructions; effectively guide and assist other employees; evaluate and improve department service delivery through enhancement of procedures, systems, organizational approaches and record keeping; develop and demonstrate effective customer service techniques; communicate effectively both orally and in written form.

#### **WORKING ENVIRONMENT AND PHYSICAL DEMANDS**

Work is generally performed in an office setting with comfortable environmental conditions. Most positions involve a high activity level and pace, competing time demands, some interaction with dissatisfied or angry customers. Essential tasks include typing/keyboard skills, phone usage, reading, speaking and listening.

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

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