

## **OFFICE ASSISTANT, SENIOR**

Serves as lead of a group of office support personnel, generally 5-10 staff members. Responsibilities include participation in the hiring process, training, making work assignments, approval of time off and payroll actions, providing technical guidance and assistance and counseling on day to day performance matters.

### **CLASSIFICATION DISTINCTIONS**

This is the lead level in the Office Assistant Series. The next higher level of Office Supervisor is the first full supervisory level with hiring, performance appraisal and discipline authority. At the Senior level, employees may participate in but do not control those processes. The next lower level of Office Assistant III is a technical specialist performing advanced level work requiring specialized knowledge of the department.

To qualify for classification at this level, a position must have responsibility for a work unit of a minimum of four regular full time positions (or the equivalent of four FTE's in units which include part time staff.) Senior Office Assistants are not generally authorized or assigned for work groups of three or less.

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

- Supervises the functions and activities of the work unit
- Participates in the hiring process for new employees
- Trains new employees in formal and "OJT" type settings
- Develops or revises and implements office procedures and systems
- Provides day to day assistance and guidance
- Schedules, distributes and assigns work
- Approves and monitors time off requests and payroll records
- Counsels employees on performance issue
- Participates in performance appraisal
- As an individual contributor, handles the more complex issues and tasks within the work groups
- Gathers and compiles information and prepares reports and analyses in response to problems or as assigned.
- Provides direct customer service in the more complex service areas
- Develops and maintains computer databases or manual records systems
- 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.

## **QUALIFICATIONS**

- High school graduate or GED. Two to four years of college or business school training is highly desirable.
- 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.
- Specialized experience in the area of assignment is highly desirable. However, this expertise is not required at entry into the classification.
- Experience or demonstrated skill or aptitude towards supervisory functions including evaluation, counseling, training, communication, team building, conflict resolution and others.

**Knowledge of:** principles of effective supervision and leadership; general office procedures and practices; technical and/or specialized functions, policies and procedures of the work unit; advance knowledge and skills in applicable computer applications; effective business correspondence including spelling, grammar and punctuation.

**Ability to:** establish and maintain cooperative and effective working relationships; effectively select, supervise, and motivate 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 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 and some interaction with dissatisfied or angry customers. Essential tasks would include typing/keyboard skills, phone usage, reading, speaking and listening.

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