

OFFICE ASSISTANT II

JOB PURPOSE AND SUMMARY

Provides customer service to internal or external department clients by performing a variety of moderately difficult to complex administrative support activities contributing to efficient office operations and using a thorough understanding of department and County programs and procedures.

CLASSIFICATION DISTINCTIONS

The Office Assistant II classification is distinguished from the Office Assistant I by performance of work requiring more independent judgment; volume and complexity of guidelines used which require a greater degree of interpretation and interpolation by the incumbents; and the amount and level of material to be learned being substantially greater, thereby increasing the time required of the incumbent to learn the duties. While both the Office Assistant I and II are expected to interact with and service customer needs, the Office Assistant II is expected to respond to more varieties of situations requiring a more detailed understanding of the department processes and operations. Additionally, the Office Assistant II is distinguished from the Office Assistant III classification by the responsibility to perform less complex and comprehensive administrative support duties.

A variety of moderately difficult to complex tasks are performed within generally defined procedures and are reviewed periodically for accuracy, adherence to established policies and procedures, quality and thoroughness. Work is performed under general supervision and assistance is readily available from either specialist(s) or supervisor(s). This classification is expected to function independently in daily tasks. The Office Assistant II is required to use judgment on non-routine matters. Problems are identified and solved and unusual/complex problems are referred to a supervisor or specialist. Typically supports department staff and upper-level management.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

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

- Provides information to the public or other employees by phone or in person to ensure compliance and an understanding of the agency rules, regulations, or functions; listens to questions and explains procedures according to agency guidelines or refers clients to appropriate source.
- Greets visitors and directs them to the proper person or section; responds to routine inquiries by phone or face to face; fulfills requests for publications or office supplies; makes necessary arrangements for travel and prepares travel vouchers for staff.
- Performs counter work; receives and processes a variety of forms and applications, determines regulatory or procedural compliance; computes or verifies data, fees or payments; assists in the completion of forms or documents; and researches governing directives to answer questions and resolve routine problems encountered. Provides information and

explains departmental procedures in response to questions raised by the public served. Issues documents such as licenses, permits, registrations and receipts.

Provides the full range of administrative support using computer software skills

- Uses computer software applications and equipment to prepare and complete forms, memos, reports, text and correspondence for managers or supervisors from rough draft, dictation equipment, handwritten copy or oral instruction. May use standard electronic typewriter for completion of forms.
- Effectively operates complex equipment and office machinery which may include computer PC applications, printers, programmable typewriters, electronic transcribers, facsimile machines and other data entry machines; may serve as department liaison with service and vendor personnel when problems occur; reconciles routine problems by consulting technical manuals.
- Maintains databases for tracking departmental/program information and produces complex reports from database as required and necessary; uses spreadsheets to track, analyze and report quantitative information.
- Using various computer applications, creates templates, spreadsheets, macros, presentation materials, slides, charts and graphics.

Provides general administrative support

- Organizes and maintains subject matter files and records and retrieves information, files, documents and records as needed. Produces complex reports from data. Assures that record disposition schedules are adhered to and that files are kept orderly and current.
- Originates procedural correspondence such as letters of transmittal, routine notices, and responses to requests for information which are readily available by reference to office records.
- Processes requisitions and vouchers received through departmental business transactions; places orders from requisitions and validates payments received.
- Performs timekeeping functions for work unit of department, i.e., completes time records, computes time worked and posts to master timesheet; maintains leave status records and monitors and analyzes leave records.
- Maintains simple bookkeeping, financial and statistical records where no technical accounting knowledge is required.
- Receives, receipts and calculates various payments, fees and fines; makes proper distribution and manually records entries or codes incoming material for automated data entry or further clerical processing.

- Takes minutes at meetings; performs follow-up clerical procedures between meetings and groups.
- Assists in specially assigned or periodic data searches to develop or recover information from standard and non-standard sources. Assists in the compliance and evaluation of such data to meet defined objectives.
- Orders, maintains and distributes stocks, supplies and inventories. Conducts related price surveys when required.
- Coordinates and organizes meetings, activities and functions. Sets up rooms and equipment when required.
- May work with the public, clients, other departmental personnel or staff of other businesses in order to interpret program procedures and guidelines, facilitate operations, or to assist in the training of staff.
- Processes a variety of moderately difficult to complex paperwork including expense reports, petty cash requests, purchase orders, invoices, etc.
- Assists in developing general office procedures and processes.
- Performs related duties as required.

QUALIFICATIONS

- Two years of experience, with limited task supervision, emphasizing or including intensive public contact, customer service, interpretation and explanation of regulations and involving general office work processes and use of modern office technology. 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.
- In some positions, the incumbent may be required to possess 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 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: 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; communicate effectively orally and in writing; learn assigned clerical, typing and/or stenographic tasks readily; and adhere to prescribed office routines; establish and maintain harmonious working relationships with other employees and the general public; maintain a neat personal appearance and courteous attitude toward the public and fellow employees, even under stressful and unpleasant situations; sit or stand for long periods of time while performing routine and repetitive functions.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Work is performed primarily in an office setting. Some walking, bending and carrying light items is required. In some positions the incumbent may be spending a major part of the workday exchanging information over a counter. Such duty may require prolonged periods of standing.

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.

Revised: 08-02; 03-03

Office use: 6/19/03