

OFFICE ASSISTANT I/II

Salary Range: 5/11 (Public Services Salary Schedule)

DEFINITION

Under direct or general supervision, provides a variety of office support activities to various City departments, which may include word processing, data entry and organization, telephone and counter reception, receipt of payments, processes invoices, record keeping, report preparation and filing; provides information and assistance to the general public; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Office Assistant I

This is the entry-level class in the office support series. Responsibilities include answering the City's general information phone line, assist staff in all aspects of general office operation, and perform special projects as assigned. This class is alternately staffed with Office Assistant II and incumbents may advance to the higher-level class after gaining the knowledge, skills and experience that meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

Office Assistant II

This is the journey level class within the office support series. Incumbents perform a variety of secretarial and clerical work for various City departments, including coordinating assigned programs and projects, providing general information to the public, and other administrative, database and support work. This class series is distinguished from Senior Office Assistant in that the latter provides a higher-level, more technical and varied office administrative and secretarial support to an assigned department related management, professional, and supervisory staff, and may have lead responsibilities over lower-level classes.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from a supervisor or manager within the department to which assigned. No direct supervision of staff is exercised. The higher-level class in the series may provide training and technical direction to assigned staff.

ESSENTIAL DUTIES, KNOWLEDGE, AND ABILITIES

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs general clerical duties related to assigned functional area and department.
- Types, proofreads and processes a variety of documents including general correspondence, memos, manuals, and statistical charts from rough draft, tape recordings or verbal instructions.
- Acts as a receptionist; answers the telephone and assist the general public, giving information on department and assigned program activities.
- Assists in the enrollment of participants in an assigned program.

- Issues, receives, types and processes various applications, permits and other forms.
- Processes bills for fees; records payments and sends delinquent notices when necessary.
- Processes permits and licenses; collects and processes fees and charges; registers participants in City sponsored programs.
- Contacts outside agencies regarding bids, contracts, permits, purchase orders, etc.
- May code and process purchase order and assist with other basic financial duties.
- Schedules inspections and appointments as assigned.
- Performs a wide variety of routine clerical work including filing, billing, checking and recording information on records.
- Sorts and files documents and records, maintaining alphabetical, index, and cross-reference files.
- Maintains a variety of statistical records; checks and tabulates statistical data; prepares routine statistical reports.
- Operates standard office equipment including word processing equipment as assigned, may perform duties on computer spreadsheet program.
- Receives, sorts and distributes incoming and outgoing mail.
- Posts notices as directed.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Office Assistant II, in addition to above:

- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Codes, regulations, policies, technical processes and procedures related to the department to which assigned.

Ability to:

- Provide responsible administrative and secretarial support work with accuracy, speed, and requiring the use of independent judgment, tact and discretion.
- Respond to and effectively prioritizing multiple phone calls, walk-up traffic and other requests/interruptions.
- Compose correspondence and reports independently or from brief instructions.
- Organize, maintain, and update office database and records systems.
- File materials alphabetically, chronologically, and numerically.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Take a proactive approach to customer service issues in a professional manner.
- Take notes rapidly and accurately transcribing own notes.
- Make accurate arithmetic and statistical calculations.
- Organize own work, coordinating projects, setting priorities, meeting critical time deadlines, and follow-up on assignments with a minimum of direction.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with employees and those contacted in the course of the work.

Office Assistant II, in addition to above:

- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply and explain administrative and departmental policies and procedures.
- Make sound, independent decisions within established policy and procedural guidelines.

Minimum Qualifications

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Office Assistant I and II

Equivalent to the completion of the twelfth (12th) grade.

Office Assistant I

Six (6) months of general clerical experience is desirable.

Office Assistant II

In addition to the above, one (1) year of general clerical and administrative experience equivalent to that of an Office Assistant I at the City of Rocklin.

GENERAL QUALIFICATIONS**License Requirement:**

- A valid California Class C driver license with satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement will be reviewed on a case-by-case basis.

Physical Requirements

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 pounds.

Working Conditions

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Positions assigned to the maintenance shop or other public works areas may be exposed to certain mechanical and electrical hazards, and to hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.

Adopted: July 2007

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