



Office Assistant II (9909)

FLSA Status: Non-Exempt (Hourly)

Pay Grade: 6

Safety-Sensitive: No

Purpose

The purpose of this classification is to provide routine administrative and clerical support for an assigned work unit, division, or department.

Primary Responsibility

Provides excellent service, pursues continuous improvement and exceeds expectations.

Distinguishing Characteristics:

This is the second level within a multiple level series. Incumbents in this classification have one year of experience providing administrative and clerical support and greater independence in determining sequence and prioritization of tasks.

Typical Duties

Serves as the receptionist or first point of contact for the assigned work unit, division, or department: answers telephone calls and greets visitors; ascertains nature of business; directs callers and visitors to appropriate personnel; and records and relays messages.

Processes a variety of documentation associated with department/division operations within designated timeframes and per established procedures: receives, reviews, records, types, and/or distributes documentation; enters data into computer systems; logs, tracks, or maintains records regarding department activities; compiles data for further processing or for use in preparation of department reports; and files, maintains, and stores hardcopy records.

Performs customer service functions: provides information and assistance regarding services, activities, procedures, fees, or other issues for area of assignment; distributes forms and documentation as requested; responds to routine questions or complaints; researches problems and complaints; and initiates problem resolution.

Performs data entry functions by keying data into computer system: enters, retrieves, reviews or modifies data in computer database; scans documents into computer; verifies accuracy of entered data and makes corrections; indexes documents; and develops databases and computerized reports.

Receives moneys in payment of various fees and services: records transactions, makes change, and issues receipts; balances cash drawer; and forwards revenues as appropriate.

Processes incoming and outgoing mail: sorts, organizes, opens, and/or distributes incoming mail; signs for incoming mail and packages and delivers to appropriate personnel; processes outgoing mail; and assists with processing bulk mailing projects.

Assists with maintaining file system of various documents and records for area of assignment: prepares files, organizes documentation, and files documents in designated order; retrieves/replaces files; scans records into computer; shreds or destroys confidential or obsolete documents; and conducts records maintenance activities in compliance with guidelines governing record.

Performs other related duties as required.

Minimum Qualifications

High school diploma or GED required; supplemented by one year of experience in providing routine administrative or clerical support; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Performance Aptitudes

Data Utilization: Requires the ability to determine, calculate, tabulate, or summarize data/information, following a prescribed plan requiring the exercise of some judgment. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to exchange information for the purpose of clarifying details within well-established policies, procedures and standards.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division. May include counting, recording of counts, and basic measuring.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA Compliance

In compliance with the Americans with Disabilities Act (ADA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice.

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