

**CLASS SPECIFICATION  
Office Assistant**

**GENERAL PURPOSE**

Under general supervision; receives and routes incoming calls and greets visitors to City Hall or other City sites; provides general information and assistance to the public; performs routine office support functions, including word processing and filing; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Office Assistants are responsible for answering and referring all incoming calls on the City's general telephone lines, for greeting visitors to the City's main offices, providing them with general information and directions and for performing routine office support functions.

Office Assistant is distinguished from Senior Office Assistant in that incumbents in the latter class perform more difficult and specialized clerical and office support functions for a specific department.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Using a multi-line telephone, answers and appropriately routes all incoming calls on the City's general line using reference lists; receives and greets visitors to City Hall and other City main offices; directs visitors to their proper destination; in accordance with City policies and practices and management direction, provides general information regarding City functions and responds to routine inquiries or complaints from customers and the public; refers non-routine, sensitive and/or complex requests for information and other inquiries or complaints to appropriate staff; checks in visitors and notifies staff; replenishes and re-stocks lobby forms, handouts and materials; checks status of contractor licenses; prepares facility maintenance requests as needed; ensures lobby is properly maintained.
2. Using word processing software, types, formats, revises, prints and distributes routine correspondence, memoranda, requests, forms, lists, reports, brochures and other documents; enters and revises data in databases and generates reports; prepares and compiles packets; receives, sorts, distributes and posts office mail; sends and receives faxes; prepares regular and bulk mailings.
3. Maintains office files and records; prepares manual and computer logs of various documents and requests; creates new files and folders; retrieves, duplicates and distributes copies of reports, forms, records and documents.
4. Processes and tracks invoices, purchase orders, direct pay requests, Cal-Card logs and change orders; prepares basic billings and purchase requisitions; performs cashiering duties and receives, balances and deposits daily revenues.

5. Creates, maintains and updates forms, databases, logs, files, records and reports for department use; prepares and maintains standard spreadsheets; researches and compiles data for routine reports and records; ensures data accuracy.
6. Collects and prepares time reports for designated staff; records daily attendance information; prepares and sends documents to payroll.
7. Orders and keeps inventory of department office supplies; receives, checks-in and follows up on deliveries; performs minor repairs and troubleshooting on office equipment as needed.
8. Schedules meetings, workshops, events and conferences in accordance with instructions; coordinates meeting arrangements; arranges for refreshments and catering; attends and takes meeting minutes; coordinates scheduling of meeting and training rooms as needed; makes travel arrangements as needed.

#### **OTHER DUTIES**

1. Provides backup for other department or division clerical or administrative support staff.
2. Assists with the management and coordination of special projects and events as assigned, based on instructions.

#### **QUALIFICATIONS**

##### **Knowledge of:**

1. Operation of a multi-line telephone system, computer and other standard office equipment.
2. Basic office management practices and procedures.
3. Correct English usage, including spelling, grammar and punctuation.
4. Uses of word processing, spreadsheet, database and other standard software to create routine documents and materials.
5. Basic data gathering techniques, methods and procedures.

##### **Ability to:**

1. Learn City organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
2. Learn and apply City policies and procedures regarding the maintenance of public records.
3. Operate a computer, word processing and spreadsheet software and other standard office equipment.
4. Type accurately at a speed necessary to meet the requirements of the position.
5. Interpret, apply, explain and reach sound decisions in accordance with regulations, policies and procedures.

6. Organize and maintain basic files and records.
7. Compose basic correspondence and prepare documents from brief instructions.
8. Communicate clearly and effectively, both orally and in writing.
9. Understand and follow written and oral instructions.
10. Prepare clear, accurate and concise records and reports.
11. Use a high degree of tact, diplomacy and discretion in dealing with sensitive situations and concerned citizens.
12. Establish and maintain highly effective working relationships with City management, staff, the public and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and one year of increasingly responsible office administrative or secretarial experience; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve routine office administrative problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with City management, staff, the public and others encountered in the course of work.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work at a front desk or public counter, and the noise level may occasionally be loud.