

## OFFICE ASSISTANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Performs a variety of general and specialized customer service, office support and clerical duties and activities in support of assigned division or function; receives and directs telephone calls and visitors; assists citizens and the general public and provides information related to specific program area of assignment; receives, routes, and distributes incoming and outgoing mail; maintains a variety of files and records.

### **IDENTIFYING CHARACTERISTICS**

Employees in this class perform the full range of general office support and customer service duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are aware of the operating procedures and policies of the work unit

### **REPRESENTATIVE DUTIES**

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:*

1. Answers multi-line telephone system and routes calls to appropriate personnel; assists the general public and outside groups and agencies by providing information; directs customers to appropriate City divisions/departments as appropriate; coordinates with other departments on interrelated issues and projects.
2. Provides front counter assistance; screens office visitors and provides information within area of assignment; responds to requests for information and distributes appropriate forms and manuals; accepts applications and payments.
3. Verifies and reviews materials, applications, records, and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports; provides information and forms to the public; collects and processes appropriate information.
4. Maintains accurate and up-to-date files and records for assigned areas; monitors various logs, accounts, and files for current and accurate information; develops, organizes, and maintains filing systems.
5. Types and proofreads a variety of documents and forms including general correspondence, reports, and memoranda from rough draft or verbal instruction; disseminates information as appropriate.
6. May perform a variety of routine clerical accounting duties involved in financial record keeping and reporting for assigned area; maintains a variety of accounting records, logs, and files; verifies accounting records; provides assistance to staff, vendors, and the general public in assigned areas.
7. Collects and assembles data and background materials for a variety of reports; compiles and enters data into computer from various sources; verifies data for accuracy and completeness; inputs corrections and updates.
8. Maintains and orders supplies and materials for assigned office and programs; prepares purchase orders; receives invoices and checks for accuracy; processes payments.

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9. May arrange and coordinate meetings for boards, commissions, and outside agencies; may occasionally prepare agendas, attend meetings, and take, transcribe minutes.
10. Processes mail including receiving, sorting, and distributing incoming and outgoing correspondence.
11. Operates a variety of office equipment including a typewriter, telephone systems, copier, facsimile machine, calculator, and computer.
12. Performs related duties as required.

**QUALIFICATIONS**

**Knowledge of:**

Standard office procedures, methods, and equipment including computers.  
Principles and procedures of record keeping and filing.  
Methods and techniques of proper phone etiquette.  
Customer service techniques, practices, and principles.  
English usage, spelling, grammar, and punctuation.  
Basic computer applications such as word processing, spreadsheets, and statistical databases.  
Basic principles of business letter writing.  
Basic mathematical principles.

**Ability to:**

Perform varied office and clerical support duties and tasks.  
Type and enter data at a speed necessary for successful job performance.  
Learn the operations, services, and activities of specific program area.  
Learn, interpret, and apply administrative and departmental policies and procedures.  
Learn methods and techniques of handling and balancing cash transactions.  
Work cooperatively with other departments, City officials, and outside agencies.  
Respond tactfully, clearly, concisely, and appropriately to inquiries related to area of responsibility.  
Compile data and participate in the preparation of clear and concise reports.  
Operate office equipment including computers and supporting word processing and spreadsheet applications.  
Accurately count, record, and balance assigned transactions.  
Set up and maintain a variety of files and records.  
Work independently in the absence of supervision.  
Plan and organize work to meet changing priorities and deadlines.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training**

Equivalent to the completion of the twelfth grade.

**Experience**

Some clerical experience involving a high level of public contact is highly desirable.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate driver's license may be required for some positions.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

**Environment:** Work is performed primarily in a standard office environment.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See within the normal range of vision with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.