

OFFICE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS:

This position provides secretarial support to a unit or department. While actual duties vary according to unit needs, the incumbent primarily performs skilled keyboarding in producing a variety of correspondence, reports, manuals, brochures and case records. In many cases, the work is transcribed from Dictaphone or similar media. Other major functions usually include reception and the taking of notes for meetings. In addition, the incumbent provides a variety of routine clerical services such as filing, photocopying, faxing, maintaining office supplies, sorting and distributing mail and other similar activities. The position differs from Receptionist by its primary focus being skilled keyboarding (i.e., word processing and data entry), whereas the Receptionist is the primary contact point for an office or department. The position differs from Program Assistant in that Program Assistant is involved with directly providing information and services concerning a distinct program to the public, a group of clients or other distinct units or departments. The position of Office Assistant primarily provides secretarial support as opposed to direct program support. The work is performed under generally well established procedures, with most independent judgment being exercised while performing reception-type duties. This position does not supervise other employees, but may direct the work of aides, interns, temporary employees and other lower level employees.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Performs skilled keyboarding to produce correspondence, reports, tables and charts, case histories and to maintain large data bases;
2. Performs reception work, including providing routine information concerning unit procedures and services, collecting fees, scheduling appointments, referring callers to appropriate staff and taking detailed messages;
3. Gathers, extracts and copies information for use by technical and professional staff;
4. Opens new records to program by entering information into system, sending out necessary forms and documents and creating files and labels;
5. Files materials in record system in accordance with departmental guidelines; pulls records for use by staff or disposition to storage or destruction;
6. Maintains records of time and benefit usage, employee certification and training;
7. Opens, time stamps, sorts and distributes mail;
8. Takes longhand minutes, prepares summary notes and submits to chairperson or administrator for approval before distribution;
9. Reviews records and documents for completeness, compliance with departmental standards and for accuracy;
10. Performs a variety of clerical support work based on unit needs including logging records, photocopying, faxing, maintaining office supplies, processing bulk mailings and similar activities.

OFFICE ASSISTANT (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of grammar, spelling, punctuation and required formats necessary to recognize and correct such errors in correspondence, records and reports;
Knowledge of software packages for word processing to produce a variety of information and for database management to track information;
Knowledge of office practices necessary for interacting with staff and the public, processing work flow, and filing and retrieving information;
Knowledge of arithmetic to verify calculations and report on work activities;
Skill in operating office automation equipment sufficient to produce work accurately and efficiently;
Ability to take minutes and prepare summary notes;
Ability to learn and work within departmental procedures and guidelines;
Ability to provide basic information and direction to clients, public and others;
Ability to collect and record fees;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND:

- EITHER: (A) Completion of one year (30) credits of college or business school or secretarial school;
- OR: (B) One year of full-time general office experience;
- OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

SPECIAL REQUIREMENTS:

1. Candidates must indicate keyboarding ability; i.e., courses in keyboarding or keyboarding work experience.
2. In some positions in this title, the appointing authority may require employee to acquire licensing as a Notary Public.

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ADOPTED: 07/03/99

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