

SENIOR OFFICE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS:

This is a mid-level position responsible for providing secretarial and clerical support services to a unit or department. While actual duties may vary according to each unit's needs, the incumbent primarily provides skilled keyboarding services in addition to a range of clerical support functions. The position differs from Office Assistant in that the services it provides tend to be broader and more complex. Typically, the incumbent may work for a satellite office, providing some administrative support to a unit leader, or limited supervision to another clerical support position. The incumbent may be expected to be more familiar with policies relating to the administration of the county or the department. The position differs from Supervising Office Assistant in that any supervision exercised tends to be limited and over a much smaller unit. The work is performed under general departmental guidelines, with some input in the development of unit related procedures in relation to record keeping and support procedures. Supervision may be exercised over the work of lower level employees, including the assignment and review of work and scheduling for coverage.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level clerical support titles. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do 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 clerical support functions for a unit or satellite office, including skilled keyboarding, reception, record maintenance, and database management;
2. Prepares reports or summations concerning unit's or program's activities;
3. Takes minutes and prepares summary notes for unit meetings;
4. Prepares and maintains manual covering unit procedures, standards and operations;
5. Processes records for unit including such activities as checking for compliance with accepted procedures, transposing or disseminating information, logging records or coordinating the scheduling of appointments;
6. May supervise or provide direction to another clerical employee.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of office practices necessary for interacting with staff and the public, expediting unit work, filing and retrieving information and revising office procedures to provide for maximum efficiency;

Knowledge of software packages for word processing to produce a variety of information and for database management and spreadsheets to track information;

Knowledge of grammar, spelling, punctuation and required formats necessary to recognize and correct such errors in correspondence, reports and records;

Knowledge of arithmetic to verify calculations and report on unit's work activities;

Skill in operating office automation equipment to produce work accurately and efficiently;

Ability to take minutes and prepare summary notes;

Ability to train employees in departmental procedures and guidelines;

Ability to organize, maintain and extrapolate information from records;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

SENIOR OFFICE ASSISTANT (Cont'd)

MINIMUM QUALIFICATIONS:

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

Two years of full-time clerical work experience, which involved keyboarding.

NOTE: College education may be substituted for the required experience for up to two years with thirty credit hours being equivalent to one year of experience.

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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