CLASS SPECIFICATION

CLASS: Office Assistant I/II
ALLOCATION: County-wide
FLSA STATUS: Non-exempt
UNION AFFILIATION: YCEA

ESTABLISHED: March 1996
REVISED: September 2011

JOB SUMMARY:
Provide a variety of routine to difficult office support to various County offices, which may include typing, word processing, receptionist duties, record-keeping and filing and perform related duties as assigned.

Office Assistant I:
Initially under close supervision, incumbents learn office, County and departmental procedures. As experience is gained, there is a greater independence of action within established guidelines. This class is flexibly staffed and incumbents may advance to the Office Assistant II level after gaining experiencing and demonstrating proficiency which meet the qualifications of the higher level class. This is the entry level in the clerical series.

Office Assistant II:
Under general supervision, incumbents are fully competent to independently perform a variety of responsible office support duties. Specific duties, including the amount of typing, word processing, use of computers and contact with the public, will vary with the organizational unit to which assigned. This is the journey level in the clerical series.

CLASS CHARACTERISTICS:
This position reports directly to Administration and Accounting Supervisor, Supervising Office Assistant, or an appropriate Supervisor or Manager depending on Department assignment. This class is distinguished from Office Specialist in that the latter perform the most difficult, technical, complex and/or specialized office support duties which require an additional definable requirement of technical knowledge and skill.

EXAMPLES OF DUTIES:
Essential:
- Type correspondence, reports, forms and specialized documents related to the organizational unit to which assigned from drafts, notes, dictated tapes, or brief instructions, using a typewriter or word processor; may compose standard correspondence from brief instructions.
- Proofread and check typed and other materials for accuracy, completeness, compliance with departmental policies, and correct English usage, including grammar, punctuation, and spelling.
- Enter, edit and retrieve data and prepare periodic or special reports, using a computer system and following established formats and menus.
- Prepare and update a variety of reports and records which may require the use of arithmetic calculations and consolidating materials from several sources.
- Act as receptionist and receive and screen visitors and telephone calls and take messages; provide factual information regarding County or departmental activities and functions which may require the explanation of rules, policies and procedures.
- Maintain records and process forms, such as work orders, purchase requisitions and others specific to the organizational unit; may make arithmetic or standard statistical calculations.
- Establish and maintain office files; research and compile information from such files; purge files as required.
- Review computer-produced and typed reports for accuracy; research exceptions and make corrections as required.
- Operate standard office equipment, including word processors, computers, facsimile equipment and central telephones; may operate department-specific equipment after training.
- Process and distribute incoming and outgoing mail for the office or department.

Important:
- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
• Compile materials for meetings, prepare agendas and attend such meetings to take summary notes as required.
• May train and direct the work of temporary staff for special projects or programs.
• Perform such office support activities as making travel arrangements, ordering office supplies and preparing purchase requisitions.

EMPLOYMENT STANDARDS:
Knowledge of:
Office Assistant I:
• Business arithmetic.
• Basic computer applications related to the work.
• Basic office practices and procedures.
• Basic record-keeping practices
• Business English to include spelling, grammar, sentence construction, and punctuation.
• Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
• Techniques for dealing with a variety of individuals from various age groups, socio-economic, ethnic and cultural backgrounds, in person and over the telephone.
Office Assistant II (in addition to the above):
• The use of specific computer applications involving word processing, data entry and/or standard report generation.
• Standard office practices and procedures, filing and the operation of standard office equipment.
• Business letter writing and the standard format for typed materials, forms and reports.
• Business and personal computer hardware and software applications.
• Principles and practices of record-keeping, case files and records management.

Skill in:
Office Assistant I:
• Making accurate arithmetic calculations.
• Understanding and following oral and written directions.
• Effectively using tact, patience, courtesy, discretion and prudence in dealing with those contacted in the course of the work.
• Establishing and maintaining an effective working relationship with those contacted in the course of the work.
• Speaking English effectively to communicate in person and over the telephone.
Office Assistant II (in addition to the above):
• Performing detailed office support work.
• Maintaining accurate office files.
• Composing correspondence independently or from brief instructions.
• Entering numerical and related information into a computer system with speed and accuracy.
• Meeting critical time deadlines.
• Using initiative and independent judgment within established procedural guidelines.
• Multi-tasking, meeting deadlines, regardless of frequent interruptions or moderate levels of stress.
• Dealing successfully with the public in person and over the telephone occasionally where relations may be confrontational or strained.

Ability to:
Office Assistant I:
• Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
• Communicate effectively and efficiently verbally and in writing; follow and issue verbal and written instructions.
• Organize work; schedule and coordinate projects; set priorities; meet deadlines and maintain composure when working under pressure.
• Work as a member of a team in a unified team environment; working effectively with co-workers, volunteers and other County staff.
• Type at a net rate of 40 words per minute from printed copy.
Office Assistant II (in addition to the above):

- Exercise appropriate judgment in answering questions and releasing information.

**Physical Demands:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Work Environment:**
- Generally a typical office environment.
- Specified positions may require exposure to potentially difficult or dangerous individuals.

**QUALIFICATIONS:**
The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

**Licenses and Certification:**
- May include the ability to obtain a valid California Class C driver’s license within ten (10) days of employment which is maintained throughout employment.
- Typing Certificate: Minimum Net of 40 wpm. Typing Certificate must indicate results from a five (5) minute test with at least the minimum net wpm required.

**Special Requirements:**
- Must successfully complete a background investigation which may include Live Scan fingerprinting prior to hire.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Education and Experience:**

**OFFICE ASSISTANT I:**
**MINIMUM:** Graduation from high school and some demonstrated office work experience.

**PREFERRED:** In addition to the minimum, one year (30 semester units) college coursework and two years office support experience.

**OFFICE ASSISTANT II:**
**MINIMUM:** Graduation from high school and one year of general clerical or office assistant experience at a level equivalent to the County’s class of Office Assistant I.

**PREFERRED:** In addition to the minimum, one year (30 semester units) college coursework and two years of office support experience, at least one of which is equivalent to the County’s class of Office Assistant I. Certain positions may prefer increased typing accuracy and speed.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.