



Approved 6/5/02
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OFFICE ASSISTANT

AGENCY/DEPARTMENT:
Various/Various

Approved By HR Director: *Gordon Johnson*
Date Approved: 06/05/2002
Date of Last Revision:

Reports to: Various
Supervises:
Conflict of Interest Code Filer: No

JOB SUMMARY: Under general supervision, answer incoming telephone calls and direct calls to proper staff; schedule meetings; provide basic clerical support on behalf of designated supervisory, managerial or administrative positions; act as receptionist; and perform other related work as necessary.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Answer incoming calls and take messages or route individuals appropriate to staff; assist public and direct to appropriate locations and/or staff.
2. Schedule meetings at the direction of supervisory staff.
3. Assist public at counter/front desk and direct persons to appropriate locations and/or staff.
4. Type and verify information in basic forms and documents.
5. Sort incoming mail and prepare outgoing mail.
6. Enter specific information into computer databases.
7. Copy, fax and distribute documents.
8. Sort, check and file basic records.
9. Order and maintain office supplies.
10. Coordinate development application intake processing. (Planning)
11. Testify in court. (Police)
12. Establish and maintain files for department memos, correspondence, contracts, agreements, City departments, purchase orders, and miscellaneous information.
13. Maintain Conference Room and EOC reservation logbooks. (Fire)

QUALIFICATION GUIDELINES:

EDUCATION: Equivalent to completion of high school.

EXPERIENCE: Six or more months of varied clerical support experience, preferably involving some public contact work. Some experience and/or training in the use of Microsoft Office products.

DESIRABLES: Some familiarity with other personnel and information systems and software applications.

KNOWLEDGE OF:

- Office practices, procedures, and equipment.
- Word processing and spreadsheet applications programs.

ABILITY TO:

- Operate switchboard/PBX equipment.

- Operate personal computer and standard office equipment including fax machine, computer printer and copier machines.
 - Understand and follow oral and written instructions.
 - Communicate effectively with co-workers, supervisors, management, the general public, and other department representatives.
 - Ability to work outside the normal course of a workday is required occasionally.
 - Proper use of the English language.
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LICENSES:

CERTIFICATIONS:

SPECIAL REQUIREMENTS:

- None
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FLSA Exemption Status: Non-Exempt

Employee Unit: American Federation of State, County and Municipal Employees

DOT Program Participant: No

Job Family: Administrative Support - Clerical

Career Progression: