

OFFICE ASSISTANT

NATURE OF WORK

This is administrative or technical support work in an office.

Positions of this class are responsible for performing clerical, typing, filing, microfilming, or similar tasks on a regular basis. Each task may require performing one of more steps in order to successfully accomplish the task. The discretion required by the incumbent in determining what is required to move from one step to the next in the process of accomplishing each task is usually limited by specific procedures or work routines which clearly spell out what is required to move from one step to another. Instructions as to what is required to complete each task are uncomplicated and usually require only one or two short written or oral sentences. Each task assigned is repetitive in short written or oral sentences. Each task assigned is repetitive in nature. Work performance is evaluated for the accuracy of task performed.

ILLUSTRATIVE EXAMPLES OF WORK {Employees of this classification must be able to perform the following. Physical and mental tasks related to these functions will be required. The following examples do not contain every task that could be reasonable assigned. The absence of a specific task here does not imply the task cannot be assigned if related to the nature of work, a logical assignment, or a business necessity.}

Answers incoming local and long distance calls and makes proper connection to person or office requested; places outgoing long distance calls; maintains a log of long distance calls placed; takes and records messages.

Provides general non-technical information on request; refers other requests to proper offices.

Receives and separates mail for city departments; opens and processes mail containing citizen payments for services or taxes; receives payments at a counter and issues change; types checks; dispatches information to utility field crews; writes change orders for field crews.

Organizes records to be microfilmed; microfilms records; indexes and files processed film; maintains logs of records filed and microfilmed.

Performs related work as assigned.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Some knowledge of general administrative support activities.

Ability to deal with the public in a pleasant, tactful, and courteous manner if required by the position.

Ability to understand and follow oral and written instructions.

Ability to establish and maintain effective working relationships with city employees, officials, and the general public.

Ability to learn the operation of equipment required by the position.

TRAINING AND EXPERIENCE REQUIREMENTS

Six months of office or public contact work experience; or substituting any combination of course work or training which demonstrates the ability to perform the work.