

OFFICE ASSISTANT I

DEFINITION:

Under immediate supervision, performs a wide variety of clerical tasks; may train and orient employees; and performs related work as required.

DISTINGUISHING CHARACTERISTICS:

The office assistant series is used in County departments to provide clerical services. Incumbents typically type; file; sort, and process materials; maintain records; process records; compose and edit reports and correspondence; transcribe dictation from a mechanical device; gather information; provide information to the public concerning departmental or County operations; obtain information from the public; receive and record payments; operate multi-line telephone system; operate word processors, mini-computers, duplicating machines, composing machines, computer terminals, microfilm equipment and microfiche readers; train employees; attend meetings and prepare minutes; and prepare or complete a variety of forms and documents.

The Office Assistant I is the entry level in the office assistant series. This class differs from the next higher level of Office Assistant II in that assignments at the I level are subject to close supervision and review.

Successful accomplishment in this series requires knowledge of correct grammar, spelling and punctuation; ability to learn new work processes and procedures; ability to operate office equipment; and the ability to deal with the public effectively.

TYPICAL TASKS:

1. Typing includes reports, forms, correspondence, statistics, rough drafts, and final drafts. The amount of typing required will vary depending on assignment; some positions will require no typing.
2. Filing involves establishing and maintaining filing systems; revising or modifying existing filing systems; developing procedures for updating filing; sorting material to be filed; and filing material alphabetically or numerically.
3. Sorting and processing materials. This includes moving heavy objects by gurney, delivering mail, maintaining bulletin boards, collating and stapling papers by hand or machine, and issuing stores.
4. Maintaining records involves reconciling computer reports to source documents; reviewing and correcting computer error reports from data entry; checking documents for completeness, conformity to regulations, and sufficiency of information; and preparing statistical tally sheets by categorizing items.
5. Processing records includes entering data on forms; ensuring forms or reports are complete, accurate and filed with other agencies within time limits; and preparing personnel action requests, purchase orders and requisitions.

OFFICE ASSISTANT I (Cont'd)

TYPICAL TASKS: (Cont'd)

6. Composing and editing reports and correspondence to assure a clear, concise, and grammatically correct communication.
7. Transcribes dictation from mechanical device.
8. Gathers information from department records, magazines, books, and other reference sources.
9. Provides information to the public concerning departmental or County operations. This includes describing services provided; explaining application process and eligibility requirements; assisting in completion of forms or complaints; and directing the public to proper department or official.
10. Obtains information from the public by asking pertinent questions in order to determine the service, program, or person that should be seen.
11. Receives and records cash or check payments for fees, permits, fines or installments. This may include operating a cash register and adding machine, preparing receipts, deposit slips, and balancing cash drawer to receipts.
12. Operates a multi-line telephone system including screening, transferring, or referring calls and answering questions.
13. Operates office equipment including a variety of word processors, duplicating machines, composing machines, computer terminals, mini-computers involving minor programming, microfilm cameras with ancillary equipment, microfiche readers, and other equipment.
14. Trains new or current employees in work procedures and methods.
15. Attends meetings and prepares summary minutes of major decisions.
16. Prepares various forms required to initiate personnel or purchasing actions.
17. Translates as required to serve public needs. Translating may be oral or in written form.
18. May be required to operate a passenger vehicle.
19. Explains clerical procedures and forms to administrative, professional, and technical staff. This may include bills, time cards, requisitions, timely filing of documents, and use of office equipment.

MINIMUM QUALIFICATIONS:

Experience: No experience required.

- Other:
1. Ability to type up to 50 words per minute may be required.
 2. Valid California Driver's License may be required.