

CITY OF HALF MOON BAY

OFFICE ASSISTANT I/II

Office Assistant I \$3,411 to 4144.00 Monthly
Office Assistant II \$3893.00 to 4730.00 Monthly

DEFINITION

To perform a wide variety of general clerical duties as required in the assigned departments and to do related work as required.

DISTINGUISHING CHARACTERISTICS

Office Assistant I - This is the entry level class in the Office Assistant series. The class is distinguished from the Office Assistant II by the performance of the more routine tasks and duties assigned to positions within the series including duties performed according to established procedures and changes in procedures or exceptions to rules explained in detail as they arise. Since this class can be used as a training class, employees may have only limited or no directly related work experience. Certain positions in this class, those that contain primarily routine and less complex tasks, may be permanently assigned to the "I" level.

Office Assistant II - This is the journey level class within the Office Assistant series. Employees within this class are distinguished from the Office Assistant I by the performance of the full range of duties as assigned including duties requiring the knowledge of general City procedures on purchasing, personnel and payroll as well as a knowledge of department policies and procedures. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, require prior clerical experience. Appointment to the II level requires that the employee be performing the full range of duties for the class and meets the qualification standards for the class.

SUPERVISION RECEIVED AND EXERCISED

Office Assistant I

Receives immediate supervision from management, professional, technical, or higher level clerical positions.

Office Assistant II

Receives general supervision from management, professional, technical, or higher level clerical positions.

May exercise functional and technical supervision over lower level clerical staff.

Essential Functions - Depending upon assignment, duties may include, but are not limited to, the following:

Provide excellent customer service to the community, constituents, and direct them to appropriate personnel while answering questions.

Represent the City as a first contact while working at the front counter and performing clerical duties.

Type and proofread a variety of documents including general correspondence, agendas, reports, memos, and statistical charts from rough draft, audio/visual recordings, forms, copy, notes, or verbal instruction.

Perform a wide variety of routine clerical work including filing, billing, checking and recording information on records.

Compile information and data for statistical and financial reports.

Maintain a variety of statistical records; check and tabulate statistical data; prepare simple statistical reports.

Perform record keeping for various funds and expenditures.

Maintain inventory records; process purchase requisitions; maintain purchase records; resolve errors in orders received and invoices.

Operate adding, copy machine and other office equipment.

Order office supplies; submit expense claims.

Act as receptionist; answer the telephone and wait on the general public, providing information on departmental and City policies and procedures as required; refer calls to appropriate department personnel.

Sort and file documents and records, maintaining alphabetical, index, and cross-reference files.

Receive, sort and distribute incoming and outgoing correspondence.

Schedule appointments and various meetings.

Issue, receive, type and process various applications, permits and other forms.

Assist in the training of new personnel.

May maintain petty cash fund; accept payment of fees; maintain and process cash records.

Setup and cleanup for meetings.

All other duties as assigned.

QUALIFICATIONS

Office Assistant I

Knowledge of:

- English usage, spelling, grammar, and punctuation.
- Business letter writing and basic report preparation.

Ability to:

- Type at speed necessary for adequate job performance.
- Perform routine clerical work.
- Learn to operate modern office machines and learn office methods, rules and policies including receptionist techniques.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Some general clerical experience is desirable.

Training:

Equivalent to the completion of the twelfth grade. Additional specialized clerical training is desirable.

Office Assistant II

In addition to the qualifications for Office Assistant I:

Knowledge of:

- Organization, procedures and operating details of City governments.
- Modern office methods, practices, procedures and computer equipment.
- Principles and procedures of record keeping.
- Basic work processing methods, techniques and programs.

Ability to:

- Perform general clerical work including maintenance of appropriate records and compiling information for reports.
- Learn and correctly interpret and apply the policies and procedures of the function to which assigned.
- Work courteously with the general public on the telephone or in person.
- Operate a variety of office equipment including a word processor and/or computer terminal.
- Understand and carry out oral and written directions.
- Perform simple mathematical calculations.

Experience and Training:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

EXPERIENCE:

One year of general clerical work experience including public contact comparable to that of an Office Assistant I in the City of Half Moon Bay.

PHYSICAL DEMANDS:

This position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer, and acute hearing is required when providing phone service and communicating in person. The need to lift, drag and push files, computer reports or other materials weighing up to 25 pounds also is required.

WORKING CONDITIONS:

Working in an office environment is required in this position. The incumbent must travel to and from work site and to meetings during assigned hours of work. Specific duties and responsibilities may result in evening or late hours of work.

LICENSES, CERTIFICATES AND REGISTRATIONS:

Valid class C California Driver's license.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*