Date Adopted: 6/13/06

CITY OF GLENDORA OFFICE ASSISTANT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.

DEFINITION

Under general supervision, performs a wide variety of typing and general clerical work of a general and routine nature; performs related duties as required.

CLASS CHARACTERISTICS

Office Assistants work under general supervision and, within a framework of established procedures, are expected to perform a wide variety of general clerical duties with only occasional instruction or assistance. Adequate performance at this level requires the ability to learn and apply departmental procedures and precedents, and the ability to choose among alternatives in solving problems. An Office Assistant is expected to work productively even in the absence of a supervisor or leadworker. Employees in this class may often have contact with the public, answering a variety of procedural questions, or giving out factual information. Work is normally reviewed only on completion and for overall results.

ESSENTIAL JOB FUNCTIONS

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

- 1. Types a variety of documents in draft and final form such as correspondence, standard forms, charts, and reports using standard electric typewriter or word processing equipment; types from written, recorded, or printed sources and/or oral instructions; proofreads materials for correct grammar, spelling, and punctuation. (a dfghikln)
- 2. Prepares, validates, processes, and/or checks a variety of documents and records, such as timesheets, invoices, confirming requisitions, personnel action forms, and public notices for completeness, accuracy, and submission standards; compiles and records fiscal and statistical data according to established procedures; may keep petty cash; may check deposits; may sort and distribute mail. (b d g h i j k l o r)
- 3. Receives the public and/or work unit clients and answers calls; receives complaints and requests for information or action; determines how incoming calls should be routed; directs people to appropriate City staff and offices as well as outside agencies and companies; answers routine questions; explains routine procedures, processes, or departmental activities; distributes and explains forms such as applications or permits; obtains routine factual information to create or update client/work unit files; provides routine assistance. (a b c d e f g o p)

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4. Receives, logs in, processes, and routes a variety of documents, plans, permits, applications, and/or other documents and information; maintains assigned logs. (a b d e f g h i j k l n o r p)

- 5. Compiles routine reports by extracting and/or tabulating information from a variety of sources such as files, correspondence, meeting notes, logs, previous reports, and/or oral instruction. (a b d g h i j k l o p)
- 6. Recommends and assists in implementing office programs and clerical systems, procedures, and policies. (a c d f g i l)
- 7. Provides temporary and vacation relief in similar occupational fields as necessary. (a through p)

REQUISITE ABILITIES

The following generally describes the abilities required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- a. Communicate clearly and concisely, both orally and in writing.
- b. Prepare routine reports and keep accurate records.
- c. Choose among alternatives to resolve problems.
- d. Perform routine clerical work.
- e. Communicate effectively with a variety of personnel and establish/maintain effective working relationships.
- f. Explain and apply policies and procedures.
- g. Interpret and apply rules, regulations, procedures and policies.
- h. Understand and follow verbal and written directions.
- i. Work independently.
- j. Perform mathematical computations including adding, subtracting, multiplying and dividing accurately.
- k. Operate a computer and use a variety of computer software.
- I. Learn office methods and procedures.
- m. Transcribe recorded dictation.
- n. Use correct English grammar, punctuation and spelling.
- o. Alphabetize or numerically/ chronologically sort materials.

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Maintain records and perform specific program activities.

MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

QUALIFICATIONS GUIDELINES

Education and/or Experience Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Graduation from high school or equivalent and two years of experience in related clerical work involving a variety of typing and/or office operation responsibilities and including or supplemented by training in the clerical occupational field.

Knowledge and Skill Levels

Working knowledge of related office methods and procedures; office equipment operation. Skill in the operation of a variety of office equipment including ability to type at a rate of 45 net wpm. Learn and apply City and departmental policies, procedures, and processes.

Special Requirements

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record, may be required for some assignments.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

<u>Environment:</u> Work is performed primarily in a standard office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with a variety of City staff and others. At least minimal environmental controls are in place to assure health and comfort.

<u>Physical:</u> Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

<u>Vision:</u> See in the normal visual range with or without correction.

<u>Hearing:</u> Hear in the normal audio range with or without correction.

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Revised by Johnson & Associates LLC June, 2006