



OFFICE ASSISTANT SENIOR OFFICE ASSISTANT

DEFINITION

Under direct supervision, performs a variety of routine administrative support duties requiring knowledge of the assigned department, prepares bills, accepts payments and provides customer service.

SUPERVISION EXERCISED

None.

EXAMPLES OF ESSENTIAL DUTIES

Duties may include but are not limited to:

Answer inquiries from the public, both in person and over the phone, direct customers to appropriate staff member and take messages.

Sort and distribute mail, file documents and order supplies.

Schedule meetings, appointments and facility tours.

Receive and process requests and documents for permits, licenses, passports and bus passes.

Prepare business license and transient occupancy tax billings, receive and record payments, report delinquent accounts.

Accept cash, checks and credit cards for payment, enter data to post transactions and prepare pre-deposit documents for same.

Perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Distinguishing characteristics for this classification include:

Office Assistant: This is the entry level class in the Administrative Support Series. Incumbents work under close supervision learning to perform routine duties.

Senior Office Assistant: Incumbents in this class have gained a thorough working knowledge of their Department / Division and the City and work under general supervision, receiving only occasion instruction or assistance. This class is distinguished from the Administrative Assistant in the latter performs specialized administrative, technical, office management duties.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Standard office procedures, methods and computer equipment.

Basic cashiering and fiscal record keeping.

Techniques used in dealing with the public and customer service.

Ability and Skill to:

Operate office equipment including computers, copying machines and phone systems.

Accurately type 35 words per minute and enter and tabulate data.

Respond to questions from the public and staff.

Accurately perform basic mathematical calculations.

Plan and organize work to meet schedules and timelines.

Communicate clearly both orally and in writing.

Perform duties of an emergency worker in the event of a natural or other disaster.

QUALIFICATIONS

Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:

Office Assistant: Completion of 12th grade and some general office experience.

Senior Office Assistant: In addition to the above, training in business or secretarial science and two (2) years experience as an Office Assistant or equivalent.

LICENSE OR CERTIFICATE

Possession of a valid Class C California Driver's License and a good driving record.

ESSENTIAL JOB FUNCTIONS/A.D.A.

Essential job functions and A.D.A. requirements include:

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register.

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person.

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents.

Ability to sit for two hours at a time.

Ability to lift up to 15 pounds.

Ability to climb a footstool or ladder for the purposes of retrieving records.

Ability to get from one location to another in the course of doing business.