

## **OFFICE ASSISTANT II**

**GENERAL DUTIES:** Under direct supervision of the assigned department secretary and/or Department Head, perform clerical work according to specific routines.

### **GENERAL REQUIREMENTS:**

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

### **ILLUSTRATIVE EXAMPLES OF WORK:**

(Tasks vary depending upon assigned area. Specific duties will vary greatly depending on department to which assigned.)

1. Establish, administer and maintain a variety of files (sometimes confidential), official records and programs.
2. May make mathematical calculations and be required to prepare related reports.
3. May receive, account for and/or deposit money, post to financial records, utilize credit card

machine and reconcile receipts/reports.

4. Type letters, reports and other documents; proofread and compare records and reports; provide clerical support for department managers and supervisors.
5. Process and direct incoming and outgoing mail.
6. Establish and maintain a variety of mailing lists.
7. May design, prepare and assemble a variety of forms, folders, agendas, packets, brochures, fliers and announcements and arrange for distribution.
8. Greet the public and provide assistance using proper customer service procedures.
9. Answer telephone, provide information in response to inquiries, directing calls as needed in a courteous and professional business manner. Make outgoing calls as necessary, including, but not limited to returning calls, requesting information, and performing telephone surveys.
10. May pick up and/or deliver documents to other offices/agencies.
11. Operate a wide variety of common office machines including telephone, typewriter, calculator or adding machine, postage meter and scale, copier, word processor/personal computer, laser jet printer, fax machine, microfiche reader/printer, optical character reader, lettering machine, blueprint machine, dictation/transcription equipment, and binding machine. May operate two-way radio and associated equipment.
12. May utilize specialized software programs.
13. Participate in training and enrichment programs, may train others.
14. May attend meetings as directed and may record and transcribe summary minutes. May forward pertinent information to Department staff.
  - a. May be required to attend evening meetings and/or work occasional evenings or Saturdays, or prepare commission/board/committee agendas following proper formal meeting procedures.
15. May make necessary arrangements for meetings.
16. May assume department secretary's duties in secretary's absence.
17. May process payroll records/timesheets for full-time and part-time/seasonal staff; maintain

leave records for full-time staff.

18. Receive, process, and provide information on various activities pertaining to the specific department to which assigned.
19. May track applicant's background process to completion.
20. May monitor and administer written psychological tests on police department applicants.
21. Perform related work as assigned.

**REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

**SKILLS:**

1. Alphabetize and file material.
2. Operate a variety of office machines and software packages.
3. Prioritize work and coordinate several activities.
4. Communicate tactfully and effectively with the public.
5. Type/keyboard accurately at a rate of 45 net words per minute from printed copy.
6. Retrieve and deliver documents and records for the use of office staff.

**KNOWLEDGE:** Knowledge of:

1. Office practices and procedures, filing systems.
2. Correct English usage, grammar, spelling and punctuation.
3. Basic arithmetic.
4. Report and letter writing.
5. Customer service techniques.

**ABILITIES:** Ability to:

1. Communicate effectively.
2. Follow oral and written instructions.
3. Establish and maintain effective working relationships with co-workers and the general public.
4. Receive, interpret, and process confidential/sensitive information if required.
5. Learn the specific procedures and terminology of the organizational unit to which assigned.
6. Operate standard office equipment.
7. Successfully manage several tasks simultaneously which demand focus and concentration.

**MACHINES/TOOLS/EQUIPMENT UTILIZED:**

Typical office environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone or headset, including e-mail
4. Copier
5. 10-key adding machine
6. Calculator
7. Facsimile machine
8. Typewriter
9. Postage meter and scale
10. Optical character reader
11. Lettering machine
12. Blueprint machine
13. Dictation/transcription equipment
14. Binding machine
15. Two-way radio
16. Microfiche reader
17. Polaroid camera
18. Digital camera
19. Cellular phone
20. Tape recorders/video camera
21. Specialized computer software
22. Automobile
23. Stapler

24. Step stool
25. Gasoline pumps

**PHYSICAL DEMANDS:**

Under typical office conditions, employee will perform the following physical activities which include handling files, books, binders, and sometimes boxes of work-related material:

1. Sitting: for prolonged periods of time while working at the computer or attending meetings
2. Walking
3. Standing
4. Bending/stooping
5. Twisting
6. Reaching
7. Carrying
8. Pushing/pulling boxes of mail or work-related documents, up to 50 lbs. with a hand cart.
9. Lifting up to 25 lbs.
10. Driving

**SENSORY DEMANDS:**

Under typical office conditions, employee utilizes these senses while using a computer, typewriter, telephone, fax machine, copier, adding machine, postage meter, paper shredder, paper cutter, camera, two-way radio or automobile:

1. Seeing
2. Color vision
3. Speaking
4. Hearing
5. Touching

**ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:**

Office Conditions:

1. Indoors: Typical office conditions, over 95% of the time.
2. Flooring: Low level carpeting, linoleum, tile floors and some exposure to asphalt.
3. Noise Level: Conducive to office setting with phones, copiers, faxes, radios and typewriters.
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal, indoor levels associated with dust and odors from paper, ink pens, copiers or other office-related equipment.

Field Conditions:

1. Outdoors: Typical field conditions, less than 5% of the time.
2. Ventilation: Heating and air conditioning provided by vehicles and outdoor equipment.

**HAZARDS:**

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, radio, paper shredder or paper cutter.

**ATMOSPHERIC CONDITIONS:**

Minimal exposure to fumes occurs in a typical office environment. Typical exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies of equipment.

**REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:**

1. Any combination of training and experience equivalent to a high school diploma or G.E.D. and a minimum of 2-1/2 years in the position of Office Assistant I and experience with word processing and spreadsheet software.
2. Type at least 45 net words per minute.
3. Pass a post-offer medical examination, which includes a drug test.
4. Pass a Department of Justice criminal record check for employment.
5. Possess and maintain a valid California Driver License and a safe driving record if the nature and duties of the job necessitate driving.
6. Prefer non-tobacco user.
7. Prefer bilingual (English/Spanish).

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