



OFFICE ASSISTANT I/II

DEFINITION

Under immediate or general supervision, provides a limited spectrum of office support activities to an assigned department, which may include word processing, data entry and organization, reprographics, telephone and counter reception, scheduling, updating websites, maintaining records, and filing; creates routine forms, memoranda, correspondence, and/or reports; performs routine operation of equipment; provides information and assistance to staff and the general public; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate or general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Office Assistant I: This is the entry-level classification in the Office Assistant series. Initially under close supervision, incumbents learn office and County procedures. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Office Assistant II: This is fully qualified journey-level classification in the Office Assistant series, fully competent to independently perform a variety of responsible office support duties. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions 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.

This class is distinguished from the Sr. Office Assistant in that the latter functions as a lead over lower level clerical staff.

This class is further distinguished from the Administrative Assistant in that the latter performs a broad range of routine to complex clerical and administrative duties that vary in the scope and variety of duties assigned. In addition, positions may require some programmatic knowledge.

Positions in the Office Assistant class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level, after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Performs a variety of office support duties related to the assigned work unit.

- Gathers information from a variety of sources for the completion and processing of forms, records, applications, etc.; contacts individuals to obtain additional information.
- Serves as a receptionist; receives and screens visitors, and checks them in for appointments; receives and screens telephone calls, and takes messages; provides factual information regarding County, department, or division activities.
- Maintains records, and processes various forms, applications, permits, or other documents specific to the department or division unit.
- Types correspondence, reports, forms, and specialized documents related to the functions of the organizational unit to which assigned from drafts, notes, dictated recordings, or brief instructions, using a typewriter or word processor; may compose standard correspondence from brief instructions.
- Proofreads and checks typed and other material for accuracy, completeness, compliance with departmental policies; and correct English usage, including grammar, punctuation, and spelling.
- Enters, edits, and retrieves data, and prepares periodic or special reports from an on-line or personal computer system following established formats and menus; may create report formats using programmed software to meet individual needs.
- Performs other routine clerical support work as required, which may include, but is not limited to, copying documents, filing/retrieving files, processing mail, faxing information, collating documents, maintaining lists and logs, scanning/imaging/indexing documents, opening and distributing mail, processing outgoing mail, ordering and maintaining inventory of supplies and forms, etc.
- Establishes and maintains office files; researches and complies information from such files; purges files as required.
- compiles materials for meetings, prepare agendas, and attend such meetings to take summary notes as required.
- provides instruction and training to new temporary or part-time staff as assigned.
- Attends various meetings and training as required or appropriate.
- Performs related duties as assigned.

When assigned to Recorder-Clerk:

- Prepares documents of various sizes and shapes, including maps and other large size images, for filming and scanning, by removing staples and clips, placing documents in or on the equipment, and arranging documents in date or other order such as document number.
- Scans documents utilizing an imaging scanner; maintains quality of images by using prescribed controls and methods as required by the imaging device.
- Operates, adjusts, and performs minor maintenance to microfilming, micro imaging, scanning, imaging, automatic filming, duplicating and copy reproduction equipment, optical disks, and other micro imaging equipment.
- Films documents using appropriate equipment, and adjusts image to appropriate size utilizing proper density and exposure settings on camera.
- Inspects, edits, and splices film to remove micro imaging errors and ensure appropriate order.
- Identifies, labels, and files film, following established procedures.

When assigned to Planning and Building:

- Reviews permit applications for completeness and conformance to permit requirements.
- Performs various bookkeeping tasks, which may include, but are not limited to, calculating fees, collecting and receipting monies, and issuing receipts.

When assigned to Law and Justice Departments:

- Reads and processes various legal documents such as court calendars, court orders, booking slips, probation reports, police reports, criminal records, petitions, proofs of service, arrest warrants, and other legal information.

- Verifies, codes, edits, enters, and retrieves legal data; prepares reports from an online or personal computer system following established formats; may access or have access to confidential statewide data files.
- Receives, reviews, and imports legal documents, arrest, citations, or incident records, probation reports, files, and cases to identify inaccurate, inconsistent and unclear codes, data, and other information; notifies and assigns to the appropriate staff member; may participate in resolving problem situations related to various legal documents received; checks court and legal documents for proper authorization and obtains missing signatures and prepare court files.
- Monitors security cameras of people coming in and out of law and justice department buildings.
- Conducts preliminary screening of offenders for program eligibility, explains the requirements, and provides assistance with completing various forms.
- Determines acceptability of information and proper action to be taken based on established oral or written instructions.
- Contacts various agencies and organizations regarding the status of documents, and provides information on case status to law enforcement agencies as requested.
- Processing, maintaining, and distributing case discovery.
- Intakes, reviews, and processes victim claims and correspondence.
- Intakes, reviews, and processes law enforcement reports.

When assigned to Medical Records:

- Schedules patient appointments and prepares daily appointment schedule; schedules medical tests and procedures, as assigned.
- Orders, receives, and organizes patient charts for daily appointment schedule preparation and varied record keeping activities; may pull and file charts located within assigned area; reviews charts for necessary documentation and diagnostic test authorizations from health care staff; closes patient charts as authorized.
- Provides for intake and registration of patients; interviews patients to obtain medical information and appropriate documentation required to open patient charts.
- Transcribes patient information histories, physical examination notes, and related patient medical information containing specialized medical terminology.
- Reviews financial and insurance status of patient; explains treatment costs and methods of payment; performs periodic re-evaluations, re-determinations, and adjustments as necessary; collects fees, issues receipts, and balances daily monies received.

QUALIFICATIONS

Some knowledge and abilities may be gained by employees at the entry (I) level while in a learning capacity.

Knowledge of:

- Clerical practices and procedures.
- County and assigned department programs, goals, and policies and procedures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Basic recordkeeping principles and practices.
- Business letter writing and the standard format for typed materials.
- Legal documents, forms, and terminology.
- Business arithmetic, including percentages and decimals.
- Basic real property description terminology and concepts.
- Medical terminology as related to office support work.
- Victims' Mary's Law rights.

- Methods of preparing and processing various records, reports, forms, and other documents particular to assigned department or program.
- Operation, adjustment, and minor maintenance of a variety of photo reproduction, microfilming, micro imaging, and imaging equipment.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, victims, witnesses, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform specialized processes, procedures, and office support tasks related to the department to which assigned.
- Perform detailed office support work accurately.
- Organize and maintain accurate files and records.
- Type accurately at speeds necessary for successful job performance.
- Perform detailed legal office support work accurately.
- Make accurate arithmetic calculations.
- Research and compile a variety of information and materials.
- Compose routine correspondence from brief instructions.
- Verify scanned images.
- Read and interpret basic plans, documents, maps, and permit applications.
- Operate, adjust, utilize, and perform minor maintenance to imaging scanners and personal computers, photo reproduction, microfilming, and various micro imaging equipment.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Deal tactfully and effectively with persons contacted in the course of work, including those of diverse socioeconomic and cultural backgrounds.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Office Assistant I: Equivalent to graduation from high school.

Office Assistant II: Equivalent to graduation from high school, and one (1) year of general clerical or office assistant experience at a level equivalent to the County's class of Office Assistant I. When assigned to medical records, law and justice departments, Planning and Building, or the Recorder-Clerk's Office, previous knowledge and experience in the assigned area is desirable.

Licenses and Certifications:

➤ None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Depending on the area assigned, employees may interact with members of the public under emotionally stressful conditions.

WORKING CONDITIONS

If assigned to a Law and Justice Department, incumbents must pass a thorough background investigation.