



MARCH 2019
FLSA: NON-EXEMPT
Bargaining Unit: GE/CO
JCN: 2104

SENIOR SR. OFFICE ASSISTANT

DEFINITION & DISTINGUISHING CHARACTERISTICS

Definition:

Under general supervision, performs advanced and specialized clerical work of above average difficulty and complexity in areas such as legal documents, personnel functions, insurance claims, contracts, proposals, treatment authorization forms, and program eligibility forms; may serve as a lead worker over a group of office support staff; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff but may serve as a lead worker by providing technical and functional direction to subordinate Office Assistants and other administrative support staff.

CLASS CHARACTERISTICS

~~This is~~ assigns, directs and reviews the work of a small office support staff; and provides advanced-level classification in the Office Assistant series. Positions in this class must meet specific criteria for allocation to this class and are not flexibly allocated with other classes in the series. Incumbents perform difficult ~~or~~ and specialized clerical duties and/or may serve as a lead worker with responsibility for assigning, prioritizing, guiding, and monitoring the work of subordinate clerical staff. Incumbents are expected to apply above-average initiative and independent judgment to perform and coordinate specialized office support to various County offices procedures that are unique to an assigned department and typically require some knowledge, interpretation, and/or explanation of program policies and procedures. Typical assignments may include, but are not limited to: serving as a lead worker over a small group of office support staff; providing clerical case management support services; preparing and processing legal documents, and coordinating legal-clerical activities in a non-attorney office setting; providing clerical support to human resources functions, facilitating processes that require extensive coordination and communication; performing clerical accounting, billing, or collections work; and preparing complex documents that require specialized formatting and advanced technology skills.

Distinguishing Characteristics:

~~This is~~ either the working lead level in the office support series with responsibility for providing direction to a group of office assistants performing similar work, or is the specialist level and performs difficult, technical, complex or specialized office support duties. This is not considered a supervisory class in that the selection and discipline of employees is not assigned to this level and the number of employees for which direction is provided is limited. This class is distinguished from Office Services Supervisor in that the latter is the first full supervisory level in this series.

EXAMPLES OF ESSENTIAL TYPICAL JOB FUNCTIONS (Illustrative Only)

Provides

- May provide lead direction, and training and work review and evaluation to an to a small group of office support staff; organizes and, assigns, and monitors subordinates' work; sets priorities and

provides guidance and training based on established policies and procedures; follows up to ensure coordination and appropriate completion of assigned work.

- Provides~~May provide~~ input into employee performance, selection ~~decisions~~ and other personnel decisions.
- Performs ~~difficult, complex technical~~advanced and/or specialized office support work, which ~~may require the exercise of independent judgment, the application of technical skills and a typically requires some specialized subject matter knowledge, including interpretation and/or explanation of program policies and procedures as well as coordination~~ of detailed or specialized office activities related to the department to which assigned.

~~Researches and assembles information from a variety of sources for the completion of forms or the preparation of reports; makes arithmetic or statistical calculations.~~

~~Provides information to the public or to County staff that requires the use of judgment and the interpretation of policies, rules or procedures.~~

~~Organizes and maintains various departmental files.~~

- Provides specialized department information, including detailed program-specific information, to County executives, managers, clients, outside agencies, and others; searches for, receives, and explains complex rules, regulations, policies, procedures, and technical office operations; explains external laws, regulations, ordinances, and policies as they relate to clerical/technical/office functions.
- Assists clients in completing complex forms for the purpose of documenting specialized program-related information; provides advanced customer service in a calm, helpful, and effective manner.
- Researches, compiles, maintains, and processes statistical, financial, and/or other numerical data to support specialized office functions; creates spreadsheets, logs, and other clerical tools to assist with maintaining information.
- Performs the more difficult and specialized clerical tasks related to personnel, payroll, budgetary, purchasing, inventory, and other departmental administrative functions; completes special tasks and projects that require substantial independent judgment and time management.
- Maintains routine accounts payable/receivable and billing records, applying knowledge of specialized program requirements; maintains standard ledgers and account records; enters data into worksheets; matches invoices with orders, reviewing and verifying for completeness, accuracy, and consistency; computes, collects, and receipts monies and fees, including large sums; performs routine account adjustments within limits of authority; compiles information and prepares reports for budget purposes.
- Performs routine clerical case management duties, applying advanced knowledge of administrative, legal, financial, and/or program-related requirements; researches, reviews, and resolves complex documentation problems; determines, maintains, and tracks case information and status; identifies needed documents and proactively takes required actions; contacts and meets with clients, victims, parolees, and others to obtain forms/documents, arranges payments/services, and otherwise helps them meet obligations; coordinates case administrative activities with managers, professional staff, and/or other work units as appropriate.
- Performs a variety of clerical medical records duties, 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; and reviews financial and insurance status of patient; explains treatment costs and methods of payment; performs periodic re-evaluations, re-determinations, and adjustments as necessary.
- 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; 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, obtains missing signatures, and prepares court files; processes, maintains, and distributes case discovery.~~
- ~~➤ Designs, formats, edits, and creates documents requiring difficult layouts and the use of specialized technology; creates departmental booklets, flyers, and websites.~~
- ~~➤ Compiles complex materials for meetings; prepares agendas and attends meetings to take summary notes as required.~~
- ~~➤ 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 tapes recordings, or brief instructions, using a typewriter, or word processor or computer terminal.~~

- ~~➤ Proofreads; may draft various documents based on brief instructions; proofreads and checks typed and other materials material for accuracy, completeness, and compliance with departmental policies and regulations; verifies correct English usage, including grammar, punctuation, and spelling.~~

~~Enters and retrieves data and prepares reports using an on-line or personal computer system; reviews such reports for accuracy and makes corrections as required; may perform complex production computer information entry.~~

~~Attends to a variety of office administrative details such as ordering supplies, arranging for the repair of equipment, transmitting information, and keeping reference materials up to date.~~

~~Acts as receptionist and receives and screens visitors and telephone calls and directs the caller to the proper person or personally handles the call.~~

~~Processes forms and records such as work orders, purchase requisitions and others related to the organizational unit; operates standard office equipment.~~

- ~~➤ May compile materials for~~ Performs other routine clerical support work as required, which may include, but is not limited to, receiving and screening visitors and checking them in for appointments; copying documents; typing correspondence, reports, forms, and specialized documents; filing/retrieving files; processing mail; faxing information; screening telephone calls and taking messages; 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..
- ~~➤ Attends various meetings, prepare agendas and attend such meetings and take summary notes and trainings as required or appropriate.~~

~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~

- ~~➤ Performs related work duties as assigned.~~

MINIMUM QUALIFICATIONS

Education and Experience

~~Where college degrees and/or college course credits are required, degrees and college units must be obtained from a regionally accredited college or university. Courses from non-regionally accredited institutions will not be evaluated for this requirement.~~

Experience:-

~~One year of office support experience at a level equivalent to the County's class of Office Assistant II.~~

Other Requirements:

~~Specified positions may require the possession of a valid driver's license.~~

Knowledge of:

- ~~Basic supervisory principles of personnel leadership and practices.~~ training.
 - ~~Office administrative~~ Methods of planning and organizing work for oneself and others.
 - Advanced clerical practices and procedures, including filing and the operation of standard office equipment.
 - ~~Basic business data processing principles and the use of word processing or personal computing equipment.~~
 - ~~Policies and procedures related applicable to the assigned department to which assigned.~~
 - ~~Proper form for~~ Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to the assigned area of responsibility.
 - General County and assigned department programs, goals, policies, and procedures.
 - Advanced clerical methods of researching, gathering, organizing, and reporting data.
 - Advanced business letter writing and formatting of typed materials.
 - The types of records, reports, forms, and other documents unique to the assigned department or program.
 - Advanced clerical interviewing and customer service techniques.
 - Advanced cash handling procedures.
 - Standard legal or medical documents, forms, and terminology if required by assignment.
 - Business arithmetic, including percentages and decimals.
 - ~~Correct~~ 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 usage language, including the meaning and spelling of words, rules of composition, and grammar and punctuation.
- ~~Basic record keeping principles and practices.~~

Skill in:

- ~~Operating standard office~~ Modern equipment, including a word processor 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 personal or on-line computer. ~~generate documentation.~~
- ~~Typing accurately at a rate of forty (40) net words per minute from printed copy.~~

Ability to:

Plan, assign

- Assign, direct, review, train, and evaluate ~~monitor~~ the work of others.
- ~~Train~~ Evaluate and establish priorities for self and others in work procedures.
- Perform ~~technical, specialized, complex or detailed and~~ difficult office support work. ~~Analyze accurately and resolve varied~~ efficiently.
- Perform specialized processes, procedures, and office ~~administrative problems.~~ support tasks related to the assigned department.

Organize, prioritize and coordinate work activities.

- ~~Read and interpret rules,~~ comprehend a variety of specialized documents related to the assigned department.
- Understand and apply all pertinent laws, codes, regulations, policies and procedures, ~~and standards~~

- relevant to work performed.
- ~~Organize, research~~ Research and explain laws/regulations, court orders, program policies/procedures and third-party rules/requirements related to specialized department activities.
 - Gather, organize, input and maintain complex information, including financial or program-specific data.
 - Provide/obtain detailed information to/from others, including in difficult situations.
 - Organize and maintain accurate files and records.
 - Type accurately at speeds necessary for successful job performance.
 - Make difficult and accurate arithmetic calculations.
 - Utilize advanced office files, procedures and equipment to complete assignments.
 - Operate, adjust, utilize, and perform minor maintenance to imaging scanners and personal computers, photo reproduction, microfilming, and various micro imaging equipment.
 - Verify scanned images.
 - 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.
 - 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 maintain foster positive and effective working relationships with those contacted in the course of the work.

Education and Experience:

~~Compose routine correspondence from brief instructions.~~

~~Use initiative~~ Any combination of the required experience, education, and sound independent judgment within established guidelines.

ENVIRONMENTAL CONDITIONS/PHYSICAL DEMANDS

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

~~Environment:~~ knowledge, skills, and abilities is qualifying.

Equivalent to graduation from high school;

AND

Two (2) years of general clerical or office support experience, including at least one (1) year at a level equivalent to the County's class of Office Assistant II. Depending on assignment, 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 CONDITIONSWork is primarily performed indoors in a standard office setting with infrequent trips outdoors in all weather conditions

Physical:

~~Primary functions require sufficient physical ability to work in an office setting and operate office equipment; vision in the normal visual range with or without correction sufficient to read computer screens and printed documents and to operate equipment; hear in the normal audio range with or without correction. **Frequent** sitting, reaching, bending; wrist and arm motions and upward/downward flexion of neck; fine finger dexterity of both hands, ability to grasp and hold. **Occasional** standing, walking. **Infrequent** lifting, carrying or pushing objects that weigh up to 25 lbs.~~

HISTORY

JCN: 2104
Created: JUN 1990
Revised: MAY 2013 - HRD

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.