

OFFICE ASSISTANT
EXCLUDED OFFICE ASSISTANT

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NATURE OF WORK

This is general clerical work for City departments, divisions, and programs.

Work involves responsibility for providing clerical support in an office. Work includes performing clearly defined support duties of limited complexity related to receiving telephone calls, greeting visitors, typing various materials, maintaining records, filing documents, and receiving and distributing departmental mail. Supervision is received from an administrative superior with work being reviewed in the form of accuracy, effectiveness, and results achieved.

EXAMPLES OF WORK PERFORMED

Acts as receptionist; answers, screens and forwards telephone calls; takes detailed messages; delivers messages to appropriate personnel; processes bookings for meeting rooms.

Greets visitors and answers inquiries; provides information to the public and other departments.

Types forms, letters, reports, correspondence and other materials from verbal and written instructions or rough drafts.

Maintains various routine records and reports according to established procedures.

Opens, sorts and distributes mail and other materials; collects, seals and posts outgoing mail; orders routine supplies.

Enters recorded information into computer; retrieves information from computer files; organizes and maintains computer files.

Copies, collates and distributes various records, reports, documents and other material.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Knowledge of modern secretarial and clerical practices.

Knowledge of modern office practices, procedures and equipment.

Knowledge of business English, spelling and arithmetic.

Ability to prepare clear and written reports.

Ability to understand and follow oral and written instructions.

Ability to establish and maintain effective working relationships with other employees.

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Ability to proficiently type at least 40 words per minute net after errors.

Skill in the operation of office equipment and machines, including a personal computer or computer terminal.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

SPECIAL NECESSARY REQUIREMENTS

Employees may be required to possess the following if required by the position to which assigned:

Proficiency in translating and speaking the language of the minority population to which assigned.

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