

SENIOR OFFICE ASSISTANT
EXCLUDED SENIOR OFFICE ASSISTANT

1032
0032

NATURE OF WORK

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

Work involves responsibility for providing structured clerical support in an office. Work includes performing clearly defined support duties of moderate complexity related to providing information to the public in person and on the telephone, typing various materials, processing routine data entry, preparing agenda, 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. This class is distinguished from the Office Assistant by the added complexity and responsibility.

EXAMPLES OF WORK PERFORMED

Performs receptionist duties as needed; answers written and oral requests and inquires for information; receives telephone calls and routes them to appropriate personnel.

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

Prepares agenda for meetings; attends meetings; takes and transcribes minutes; conducts follow up actions as required.

Enters recorded information into computer; retrieves information from computer files; organizes and maintains word processing files within the computer.

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

Gathers, sorts, and enters information regarding billing; compiles and prepares monthly and annual reports.

Processes payment vouchers, accounts receivable and/or accounts payable; responsible for some payroll functions.

Keeps records of information pertaining to the department; sorts and files a variety of documents and correspondence according to established procedures.

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 moderately complex oral and written instructions.

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

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 and six months of experience in an office setting; or any equivalent combination of training and experience that provides the desirable knowledge, abilities, and skills.