



JULY 2016
FLSA: NON-EXEMPT

SENIOR OFFICE ASSISTANT

DEFINITION

Under general supervision, performs a variety of office support activities including the more difficult or complex transactions to an assigned department, which may include word processing, data entry and organization, telephone and counter reception, processing of documents including work orders, record keeping and filing; types routine forms, memoranda, correspondence, and/or reports; provides information and assistance to staff and the general public; provides lead direction and training to related staff; performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. May exercise functional or direct supervision over assigned administrative support staff.

CLASS CHARACTERISTICS

This is the full journey-level class in the office support series. Incumbents at this level are capable of performing the full range of advanced and difficult clerical and office support duties, including taking and transcribing meeting minutes and assisting in department-related projects and programs. 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 administrative assistant in that the latter performs more advanced technical and specialized administrative support duties requiring additional training and/or experience and is typically assigned to a division manager or department head.

EXAMPLES OF TYPICAL JOB FUNCTIONS (ILLUSTRATIVE ONLY)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a wide variety of complex and difficult clerical duties to support departmental or divisional operations, including processing, verifying and reviewing various forms, applications, permits, vouchers or other documents requiring in-depth knowledge of the assigned department's or division's functions; ensures completeness and conformance with established procedures.
- Uses word processing software to produce various complex and/or sensitive documents from drafts, notes, dictated tapes or brief instructions, which may include correspondence, reports, records, forms, meeting agendas and minutes, personnel records, legal documents, presentations, policy manuals, mail-outs, etc.; may compose routine correspondence and reports.
- Proofreads and checks materials for accuracy, completeness and compliance with departmental policies and regulations.
- Communicates with and provides information and assistance to City staff, other agency personnel and the public, requiring the use of judgment and the interpretation of policies, procedures or rules; assists in coordinating office activities with those of other departments and agencies as necessary.
- Verifies and maintains accurate records and resolves discrepancies.
- Performs various bookkeeping tasks including petty cash maintenance, check requests, purchase orders, modifications, transfers, timecard review, on-call overtime pay, processing and distribution of invoices, including coordination with outside parties, Finance and other City staff to ensure accurate data input; resolves disputes.

- Researches and assembles moderately complex information from a variety of sources for the completion of forms or preparation of reports.
- Establishes, organizes and maintains complex department filing systems.
- Enters and retrieves computer data; generates computer reports and/or spreadsheets.
- Schedules appointments, meetings, work activities and other functions as required.
- Answers incoming calls, screen calls, and routes individuals to appropriate staff; assists public at front counter and directs public to appropriate locations and/or staff.
- Performs routine clerical/administrative support work as required, which may include but is not limited to compiling information for reports, copying documents, filing/retrieving files, reviewing and processing mail, faxing information, collating documents, maintaining lists and logs, processing department time cards, ordering supplies and forms, etc.
- May assist with new/temp hires; verifies new hire packet documents, uniforms and stocks supplies.
- May use specialized systems to record and report information such as creating and closing work orders or monthly meal counts.
- May coordinate processes for assigned department by performing duties that involve program knowledge, use of specialized systems, independent judgment and community interaction.
- May coordinate various events, including events to raise community awareness of City services, performing duties like arranging for space, purchasing foods, gathering supplies and related tasks.
- Receives and responds to inquiries from residents, staff, and other clients either by telephone or email concerning operations.
- Serves as a point of contact for a variety of services of the department.
- Coordinates and attends various meetings and training as required or appropriate.
- Completes special projects as assigned.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of

- Operations, services, policies, procedures and processes of the department to which the position is assigned.
- Basic principles and practices of lead supervision and training.
- Programs, goals and purpose of the assigned department.
- Methods of preparing and processing various records, reports, forms and other documents specific to assigned department or program.
- Standard office management and secretarial/clerical practices and procedures.
- Record-keeping, report preparation and filing systems and methods.
- Basic business arithmetic.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and City staff.

Ability to

- Understand, explain, and apply department policies and procedures, and standards.
- Assign, schedule, monitor, and review the work of assigned staff.
- Provide training and lead direction to others.
- Organize work, set priorities, adapt to changing priorities, meet critical deadlines and follow up on assignments with a minimum of direction.

- Perform complex and varied clerical/administrative work involving considerable independent judgment.
- Maintain accurate records and files.
- Research and compile a variety of information and materials.
- Compose routine correspondence and reports independently or from brief instructions.
- Type and/or word process accurately at speeds necessary for successful job performance.
- Maintain a high degree of confidentiality.
- Perform required mathematical computations accurately.
- Operate and maintain modern office equipment including computer equipment and specialized software relevant to work performed.
- Understand and follow oral and written instructions.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy 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 training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade.
- Three (3) years of responsible general clerical or office support experience.
- Licenses and Certifications: None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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, typewriter keyboard, or calculator and to operate standard office equipment. May also need dexterity to operate radios in the maintenance area. 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.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.