

CITY OF PLYMOUTH
OFFICE ASSISTANT I/II

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

DEFINITION:

Under general supervision, performs a wide variety of routine tasks and duties by providing office, secretarial and administrative support to management staff and other staff as needed, including typing of forms, memoranda, correspondence and reports; learns, interprets and applies policies, procedures and work methods associated with assigned duties; assists callers and visitors by supplying information personally or directing information requests according to established procedures; sorts, logs and maintains records and other documents; performs basic payroll duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

Office Assistant I

This is the entry level class in the Office Assistant series and, initially under closer supervision and within well established procedural guidelines, is responsible for performing the more routine and less complex office support duties. An incumbent may advance to the next higher classification Office Assistant II upon meeting the employment standards for that class and receiving approval of the Department Head. This classification is distinguished from the Office Assistant II classification by the lower level of complexity of the work performed and a lesser independence of operation. Incumbents in this class are expected to learn procedures and practices and to perform increasingly more complex work over a period of time.

Office Assistant II

This is the journey level class in the Office Assistant series and is responsible for a full range of office and administrative support duties including lead responsibilities over the Office Assistant I, organizing and coordinating work load, maintaining a calendar, scheduling appointment and preparing reports, agenda materials, resolutions and ordinances. This classification is distinguished from the next lower level classification of Office Assistant I by the performance of the full range of duties, working with minimal supervision and performing the more complex assignments in all areas.

SUPERVISION RECEIVED/EXERCISED:

Office Assistant I

Receives immediate supervision from administrative and/or management staff. Incumbents of this class do not routinely exercise supervision.

Office Assistant II

Receives general supervision from administrative and/or management staff. May exercise lead direction over assigned office support staff.

ESSENTIAL FUNCTIONS: (include but are not limited to the following)

- Performs the duties assigned to classes in the Office Assistant series including organizing and coordinating work; sets priorities and meets deadlines; performs a variety of office administrative tasks such as purchasing requisitions, processing time cards, ordering materials and supplies, monitoring supply budgets and keeping current reference materials and files.
- Represents the City to all callers and visitors in a professional and customer friendly manner; receives and directs visitors and telephone calls; assists the public in filling out forms supplying information concerning fees, permits, legal requirements, procedures and services provided by City departments
- Types drafts and a wide variety of finished documents from recording devices, notes, brief written or oral instructions; compiles and maintains records and prepares reports; enters, drafts, prepares and proofreads agenda materials, reports, resolutions, ordinances, correspondence, statistical data, memos, fliers, envelopes, labels and forms from rough drafts, recordings or verbal instructions; inputs, retrieves and references various computer data management systems such as financial and/or budget systems; attends meetings and records and transcribes minutes.
- Compiles and maintains records and prepares statistical reports; maintains centralized division/department records and files; inputs, updates and retrieves data such as mailing lists, registrations; designs and develops flyers and brochures; determines proper spelling, and grammar; develops proper formats for forms, charts and reports; edits and reviews documents; prints final documents and distributes.
- Makes appointments and maintains a calendar; schedules and arranges meetings and makes travel arrangements; organizes meetings by notifying participants, making room arrangements, and preparing required informational materials; sorts and distributes mail received by departmental staff.
- Provides follow-up and research information on inquiries and problems which require knowledge of services and programs of the City; resolves problems and responds to special assignments which require interdepartmental or staff communications; responds to questions and concerns from the general public; provides information as is appropriate and resolves complaints.
- Receives and processes fees, enrollment charges, fines or other money; prepares receipts and balances money received; prepares rental agreements and reviews for completeness.
- Maintains employee timecards, payroll information, petty cash, daily cash and daily revenue records; performs a variety of general accounting operations including payroll, receivables and bank deposits; processes purchase orders and checks incoming orders.
- Maintains office equipment and facilities; requests and follows up on building maintenance and custodial services; operates and performs routine preventative maintenance on office machines including data/word processors, copiers, field dispatch equipment etc.
- May receive incoming telephone and voice radio calls; secures and records information and uses radio to dispatch necessary City services.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer, and acute hearing is required when providing phone service and communicating in person. The need to lift, drag and push files, computer reports or other materials weighing up to 25 pounds also is required.

QUALIFICATIONS: (The following are minimal qualifications necessary for entry into the Classification)

Education and/or Experience:

Any combination of education and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Office Assistant I

Possession of a high school diploma or work permit allowing you to work.

Office Assistant II

One year of experience equivalent to that of an Office Assistant I, and a high school diploma or equivalent.

License/Certificate:

Possession of a Class C California driver's license by date of appointment for OA II.

KNOWLEDGE/ABILITIES/SKILLS: (The following are a representative sample of the KAS's necessary to perform essential duties of the position)

The level and scope of the knowledge and abilities listed below vary according to the I versus II levels.

Knowledge of:

Standard office and administrative policies and procedures; specified computer applications involving word processing, data entry, data base access and/or standard report generation; business arithmetic; standard office practices and procedures, including filing and the operation of standard office equipment, including a computer and applicable software; business letter writing and the standard format for typed materials; methods and techniques for basic report preparation and writing; record keeping principles and practices; correct business English, including spelling, grammar and punctuation; depending on assignment, knowledge of accounting, clerical, construction, legal and computer operation terminology may be required; administrative procedures affecting inventory, purchasing, accounting and personnel/payroll transactions.

Ability to:

Provide general clerical support to a specialized work unit; read, understand, and review documents for accuracy and relevant information; use applicable office terminology, forms, documents and procedures in the course of the work; use sound judgment in following and applying appropriate laws, regulations, policies and procedures; interpret and apply policies, procedures and guidelines of the department to which assigned in a timely manner; maintain accurate office files; make accurate arithmetic calculations in the receipt of moneys; compose correspondence or documents; meet critical deadlines; deal successfully with the public, in person and over the telephone; courteously respond to community issues, concerns and needs; make adjustments to standard operating procedures as is appropriate;

work independently; understand and follow instructions; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications; operate two-way radio and other communications equipment; type accurately from clear copy at a rate of 50 words per minute.