

CITY OF MADERA
OFFICE ASSISTANT I

*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 immediate supervision, performs a wide variety of routine and less complex tasks and duties assigned to classes within the office support series including typing of forms, memoranda, correspondence and reports; 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; learns policies, procedures and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Office Assistant I** is the entry level class in the office support series responsible for performing less complex assignments within an established procedural framework where there are minimal consequences of error. This classification is distinguished from the next higher classification of Office Assistant II by the performance of more routine, repetitive and less complex assignments.

SUPERVISION RECEIVED/EXERCISED:

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

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

- Demonstrates a basic understanding of applicable policies, procedures and work methods associated with assigned duties; responds to questions and concerns from the general public; provides information as appropriate; receives visitors and telephone calls, directing them to the appropriate information source; represents the City to all callers and visitors in a professional and customer friendly manner; assists the public in filling out forms supplying information concerning fees, permits, legal requirements, procedures and services provided by City departments.
- Uses personal computer to enter, prepare and proofread drafts, labels, forms, envelopes and a variety of documents including general correspondence, reports, memos, fliers and statistical charts from rough drafts, recordings or verbal instructions; operates other automated office equipment.
- 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.

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- Receives and processes fees, fines or other money; prepares receipts and balances money received; prepares rental agreements and reviews for completeness.
- Maintains employee time cards, 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, secure and record information and use radio to dispatch necessary City services.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning kneeling, bending, squatting and stooping in the performance of daily office 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 and far vision in reading correspondence and using the computer, and acute hearing is required when providing phone and face-to-face service. The need to lift, drag and push files, paper and documents 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 that has provided the knowledge, skills and abilities necessary for an **Office Assistant I**. A typical way of obtaining the required qualifications is to possess the equivalent of one year of clerical experience, and a high school diploma or equivalent.

License/Certificate:

Possession of, or ability to obtain, a valid class C California driver's license may be required for some positions.

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

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; learn the 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; understand and follow instructions; plan, organize and direct the work of subordinate staff; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications; operate a variety of automated office machinery and equipment including printer, typewriter, calculator, facsimile machine, copier, multi-line telephone systems, etc.; type accurately from clear copy at a rate of 40 words per minute.