

CITY OF MADERA

OFFICE ASSISTANT 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 routine tasks and duties assigned to classes within the Office Assistant series by providing office, secretarial and administrative support to management staff and other staff as needed; interprets and applies policies, procedures and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Office Assistant II** is the full working level position in the office support series in which incumbents are expected to independently perform the full scope of assigned duties. Incumbents perform a full range of office and administrative support duties including lead responsibilities over Office Assistants I, organization and coordination of work load, maintenance of a calendar and scheduling appointments, preparation of reports, agenda materials, resolutions and ordinances. This classification is distinguished from the next lower classification of Office Assistant I by the greater complexity of assignments and higher degree of independent action.

SUPERVISION RECEIVED/EXERCISED:

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.
- 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; prepares agenda materials, draft reports, resolutions and ordinances; inputs, retrieves and references various computer data management systems such as financial and/or budget systems; attends meetings and records and transcribes minutes.
- Makes appointments and maintains a calendar; maintains tickler file; 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

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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 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; secures and records information and uses radio to dispatch necessary City services.
- Demonstrates understanding of applicable policies, procedures and work methods associated with assigned duties.
- 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 II**. A typical way of obtaining the required qualifications is to possess one year of experience equivalent to that of an Office Assistant I, and a high school diploma or equivalent.

License/Certificate:

Possession of, or ability to obtain, a valid class C California driver's license.

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; 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 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 45 words per minute.