OFFICE ASSISTANT

DEFINITION

Under close supervision, performs a variety of entry level clerical, reception and office support duties for an assigned department or division.

ESSENTIAL FUNCTIONS

This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS

Greets and directs the public; answers telephone calls and routes calls to appropriate individuals, offices, divisions or departments; provides information and assistance to City staff, visitors and others having business with the department/division; assists customers with departmental paperwork and/or other business documents; responds to requests for information and resolves questions and inquiries within the span of authority or refers to appropriate personnel.

Receives, sorts and distributes incoming and outgoing mail; organizes incoming faxes; may update and track a variety of electronic and paper files, records, reports, logs and related documents; distributes offices supplies and materials.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS

Knowledgeable of City and Department policies and procedures
Knowledgeable of and able to implement quality customer service techniques
Knowledgeable of and able to operate a personal computer
Knowledgeable of file and records management practices and principles
Skilled in following oral and written instructions in English
Skilled in establishing and maintaining productive working relationships
Ability to effective communicate verbally and in writing to all levels of staff
Must be able to type 30 words per minute with less than 5% error rate

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Work is performed in an office environment. Work may require frequent standing, walking, bending, carrying and lifting up to 25 pounds. Incumbents may be exposed to repetitive motion and vision to monitor.

QUALIFICATIONS

A high school diploma or equivalent, **AND** familiarity with office equipment and business office procedures and etiquette.