

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE:	STAFF ASSISTANT I (SEIU) STAFF ASSISTANT I (CONF)	CLASS CODE: 0055 CLASS CODE: 0056
DEPARTMENT:	VARIOUS	FLSA STATUS: N
REPORTS TO:	VARIOUS	DATE: 01/00 Rev. 2/07
CIVIL SERVICE:	YES	BARGAINING UNIT: SEIU and/or CONFIDENTIAL

JOB SUMMARY:

Under direct supervision at the I (entry level) and general supervision at the II (journey level), performs work of routine difficulty in support of office/department staff, including: heavy data entry; setting up files and maintaining same; processing mail; issuing permits; composing and sending letters to customers/clients; distributing and/or processing forms, applications, etc., and assisting visitors in completion of same; and photocopying. May perform or serve as backup for the receptionist functions.

DISTINGUISHING CHARACTERISTICS:

Staff Assistant provides general clerical support for an office or department. This series is comparable in responsibility, complexity and scope of duties to Merit Systems' Office Assistant series.

Staff Assistant I

Working under direct supervision, Staff Assistant I is the entry level in the Staff Assistant series. Employees in this class receive training, are given detailed instructions in the performance of routine tasks and perform tasks that are more structured and repetitive than those assigned at the II level. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Most incumbents are expected to promote to the journey level within one to two years of successful performance; however, positions that are limited to duties of a more routine, repetitive nature may be permanently allocated at the I level.

Staff Assistant II

Working under general supervision, Staff Assistant II is the journey level in the Staff Assistant series. Employees at this level are expected to have related background and experience and to be qualified to perform the full scope of duties; using independent judgment in selecting and applying specific references, procedures, sequences and alternatives to different work situations. Positions allocated to this class are flexibly staffed from the Staff Assistant I, or if filled from the outside, require prior related experience.

SUPERVISION EXERCISED:

Staff Assistant I/II class does not exercise supervision.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

- Serves as department receptionist; answers telephone utilizing a multi-line system; takes messages, screens calls and greets visitors and the general public; provides information, receives citizen complaints and directs calls and messages to appropriate person; provides customer services and support; responds to inquiries and/or directs individuals to the appropriate area or assists them with information, providing applications, collecting and receipting money. Answers various inquiries; receives applications; explains policies and procedures and arranges appointments; and processes routine matters independently. Coordinates and schedules appointments, meetings, or reservations at the request of staff; maintains appointment tracking database. Disseminates a variety of information to various agencies, divisions, or departments via telephone, e-mail, fax or mail.
- Creates and maintains complex files; compiles and completes data for administrative and public reports, bulletins, questions on material assembled; performs clerical and fiscal operations unique to department.
- Formats, types letters, memos, charts, labels, reports, or other correspondence, contracts, legal documents, or other documents containing complex terminology on a word processor or typewriter, in accordance with standard policies;
- Takes in, accounts for and issues receipts for money. Makes daily or weekly bank deposits.
- Retrieves, opens, stamps, sorts, and distributes incoming, interoffice, and outgoing mail; receives and distributes faxes and email. Photocopies reports, charts, memos, and other various documents for staff.
- Prepares claims and purchase orders and processes vouchers for payment by entering pertinent information into the computer and distributing and/or filing supporting documents.

- Prepares payroll time sheets and receives checks.
- Enters and receives a variety of complex information via computer; verifies entries and generates reports.
- Prepares routine and non-routine reports as requested; receives, sorts, and summarizes material for the preparation of reports; prepares work reports.
- Attends and assists with various meetings and functions as required; takes minutes and notes utilizing shorthand, speed writing, and/or dictation equipment, or other methods.
- Relieves staff members/officials of routine administrative details such as checking operating reports for accuracy and conformance to policies and standards; and updating publications for final approval. Reports administration and/or operational problems to supervisor.
- Takes policy, service and information requests relating to governmental activities and refers to proper divisions for processing and providing information; performs reference and statistical work on computers.
- Interacts with a variety of individuals, both internally and within the community to provide information and assist in resolving administrative issues.
- Performs specialized research and statistical work on assigned subjects for staff and management.
- Performs functions unique to the assigned department, such as: Administers oaths and perform marriage ceremonies; swears-in appointees, audits campaign statements, coordinates special events, elections, etc. by securing locations coordinating delivery of supplies and scheduling staff, issues permits and licenses or answering related questions. Obtains criminal history information and processes criminal reports.
- May deal with sensitive and confidential information matters at the discretion of senior level staff and/or the department director.
- May serve as backup for other positions within the department.
- May train other staff.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal
General Office Equipment
Two-Way Radio

Typewriter
Scanner

Paging System
Bar Code Wand

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Staff Assistant I

High school diploma or GED equivalent, AND one year of experience performing general office duties that included typing, filing, and answering telephones; or an equivalent combination of training and education.

Staff Assistant II

High school diploma or GED equivalent, AND two years of experience performing general office duties that included typing, filing, and answering telephones; or an equivalent combination of training and education.

Licenses and Certifications:

None

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Computer applications and hardware related to the performance of the essential functions of the job.
- Standard business arithmetic, including percentages and decimals.
- Applicable state, federal and local ordinances, laws, rules and regulations.
- Terminology and processes associated with the work.
- Record keeping, report preparation, filing methods and records management techniques.
- General office procedures, policies and practices, as well as basic knowledge of computer and other general office

equipment.

Staff Assistant II – *(in addition to the qualifications for Staff Assistant I)*

- Internal department policies and procedures.
- External governmental bodies and agencies related to areas of assignment.
- Computer applications and hardware related to the performance of the essential functions of the job.
- Time and project management.

Skill in:

- Typing from rough draft or printed text using a word processor or typewriter at a rate sufficient to perform the functions of the job
- Analyzing and resolving office administrative situations and problems.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Using a computer to accurately and rapidly enter and retrieve data and information.
- Communicate clearly and effectively, both orally and in writing with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.
- Operating and performing routine maintenance of general office machines such as copiers, facsimile machines, telephone systems, and two-way radio base stations.

Mental and Physical Ability to:

- Read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.
- Take and transcribe information from short hand or dictation equipment (at the discretion of the supervisor).
- Understand and carry out written and oral instructions, giving close attention to detail and accuracy.
- Establish and maintain effective working relationships with others.
- Draft and type correspondence.
- Add, subtract, multiply and divide whole numbers, common fractions and decimals.
- Deal with problems involving several concrete or non-concrete variables in standardized situations.
- While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, and speak and hear.
- Lift and carry, push and/or pull, or move items weighing up to 20 pounds.

Staff Assistant II – *(in addition to the qualifications for Staff Assistant I)*

- Rapidly and accurately take and transcribe oral or tape dictation using speedwriting, shorthand, or dictating equipment (at the discretion of the supervisor).

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.
- The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

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This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.