

**MENDOCINO COUNTY GOVERNMENT  
CLASS SPECIFICATION**

---

<b>CLASS TITLE:</b>	<b>STAFF ASSISTANT III (SEIU) STAFF ASSISTANT III (CONF)</b>	<b>CLASS CODE: 0060 CLASS CODE: 0061</b>
<b>DEPARTMENT:</b>	<b>VARIOUS</b>	<b>FLSA STATUS: N</b>
<b>REPORTS TO:</b>	<b>VARIOUS</b>	<b>DATE: 11/00 Rev. 06/05, 2/07</b>
<b>CIVIL SERVICE:</b>	<b>YES</b>	<b>BARGAINING UNIT: SEIU or CONFIDENTIAL</b>

---

**JOB SUMMARY:**

Under general supervision performs highly responsible and specialized technical office support activities which may include: serving as lead worker including coordinating the work processes for the unit or division; training employees; developing various reports by researching and gathering information, statistics, etc.; attending meetings and taking minutes; setting up files and maintaining same; composing and sending letters to customers/clients; transcribing evaluations, staff notes, or other correspondence; providing office support to professional level staff members; and performing related duties as assigned.

**DISTINGUISHING CHARACTERISTICS:**

Staff Assistant III is the advanced journey-level and/or lead worker in the Staff Assistant series. Positions at this level are distinguished from Staff Assistant II positions by the level of responsibility assigned, the complexity of duties assigned, independence of action taken, and by the nature of the public contact made. Incumbents perform the most difficult and responsible types of duties including performing administrative office support duties which require specialized knowledge related to an area of assignment or providing technical and/or lead work over assigned office support staff. Employees at this level are required to be fully trained in all procedures related to the assigned area of responsibility.

The Staff Assistant III differs from the Supervising Staff Assistant in that the latter has overall responsibility for the supervision of an office support section including planning, organizing and directing work operations; evaluating employee work performance; establishing corrective action plans; and coordinating activities requiring policy decisions with other office support, administrative, technical and professional sections.

The Staff Assistant III differs from the Administrative Assistant in that the latter has overall responsibility of the administrative functions necessary to support a professional, department/division head, or other executive level employee, which may include oversight of the day-to-day functions of a small department.

This classification is comparable in responsibility, complexity and scope of duties to Merit Systems' Office Assistant III.

**SUPERVISION EXERCISED:**

Staff Assistant III may exercise technical and functional lead over others, but does not provide direct supervision.

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

- Performs office support and fiscal operations unique to department; relieves superiors of routine administrative details such as checking operating reports for accuracy and conformance to policies and standards, monitoring and communicating departmental policies and procedures, and updating publications for final approval.
- Answers telephones utilizing a multi-line system, takes messages, screens calls, provides information to callers, receives citizen complaints, and directs calls and messages to appropriate person; interviews, screens, greets visitors and directs them to the appropriate area or individual; may answer various inquiries personally; provides information on departmental services and functions; disseminates a variety of information and/or reports to various agencies, divisions, or departments via telephone, mail, email or fax; opens, stamps, sorts, and distributes incoming mail.
- Prepares and processes claims, purchase orders and/or vouchers by entering pertinent information into the computer and distributing and/or filing supporting documents takes in, accounts for and issues receipts for money; makes daily or weekly bank deposits; tracks accounting/budget expenses; prepares payroll time sheets and receives checks.
- Coordinates and schedules appointments, meetings, or reservations at the request of staff; prepares the location, photocopies materials and prepares agendas; coordinates logistics for conferences, workshops, training, etc.; makes travel arrangement and processes applicable forms; takes, transcribes and/or distributes statements, minutes and notes from a variety of sources;
- Formats and types letters, memos, charts, labels, reports, contracts, legal documents, or other correspondence containing complex terminology on a word processor or typewriter; uses desktop publishing software to develop

newsletters, brochures, business cards, etc.

- Composes confidential correspondence and maintains files associate with the same in accordance with standard policies; answers various inquiries; explains policies and procedures and arranges appointments; processes routine and non-routine matters independently.
- Interacts with a variety of high-level individuals, both internally and within the community to provide information, disseminate departmental information and assists in resolving administrative issues. Reports administrative and/or operational problems to supervisor.
- Enters and retrieves data from electronic data processing systems where the routines and procedures require limited interpretation and application development; establishes and updates information, generates documents and correspondence, communicates with others via electronic means; updates computer system files; produces statistical, data processing and production related reports; prepares, reviews, and maintains forms, files and other necessary electronic records.
- Compiles and assembles information from departments files, records and regulations in response to inquiries for general or technical information; uses a computer keyboard or typewriter to produce a variety of materials to include graphs, charts, reports, financial statements, resolutions, forms, and legal documents into finished form; transcribes material from electronic recording equipment in which speed, organization and context are difficult to follow; edits materials for clarity, completeness, accuracy, consistency, and adherence to special format, policies and procedures.
- Takes policy, service and information requests relating to governmental activities, refers to proper divisions for processing and providing information; updates and maintains service and information requests through complex record keeping; performs reference and statistical work on computers, maintains and files confidential and other specialized reports.
- Performs specialized research and statistical work on assigned subjects for staff and management.
- Prepares complex, routine and non-routine reports as requested utilizing a variety of software; receives, sorts, and summarizes material for the preparation of reports; prepares work reports; relays and interprets administrative decisions, policies and instructions.
- May deal with sensitive and confidential matters at the direction of senior level staff and/or the department director.
- May be assigned lead worker responsibilities, including: coordinating and distributing the work, training in job skills, assigning and directing work, making recommendations in performance appraisal and reporting problems to the supervisor. Acts as a subject matter resource.
- May serve as backup for other positions within the department.
- Performs other related duties as assigned.

#### **MATERIAL AND EQUIPMENT USED:**

Personal Computer and/or Terminal  
Paging System

Typewriter

General Office Equipment

#### **MINIMUM QUALIFICATIONS REQUIRED:**

##### **Education and Experience:**

High school diploma or G.E.D. equivalent; AND four years of progressively responsible experience performing office support duties that included typing, filing, developing reports, transcribing information 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.
- Internal departmental policies and procedures.
- External governmental bodies and agencies related to area of assignment.
- Computer applications and hardware related to the performance of the essential functions of the job.
- Standard business arithmetic, including percentages and decimals.

- Record keeping, report preparation, filing methods and records management techniques.
- General office procedures, policies and practices, as well as knowledge of computer and other general office equipment.

**Skill in:**

- Coordinating, organizing, assigning, leading and reviewing the work of staff.
- Typing from rough draft or printed text using a word processor or typewriter at a rate of 60 words per minute.
- Analyzing and resolving office administrative situations and problems.
- Transcribing information from dictating equipment.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Using a computer to accurately and rapidly enter and retrieve data and information.
- Communicating 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 routine maintenance of general office machines.

**Mental and Physical Ability to:**

- Read and interpret documents such as safety rules, operation and maintenance instructions and procedure manuals.
- 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 variables in standardized situations.
- Rapidly and accurately take and transcribe oral or tape dictation using speedwriting, shorthand, or dictating equipment (at the discretion of the supervisor).
- 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.

**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.

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.