

OFFICE ASSISTANT I

CLASSIFICATION DEFINITION

Under close supervision, an Office Assistant I performs routine clerical activities related to filing, reception, form processing, record maintenance, mail, and typing or data entry; and performs related work as required.

Office Assistant I is the entry/trainee level in the Office Assistant class series. Incumbents in this class initially perform work under close supervision and receive in-service training. As requisite skills and knowledge are developed, greater independence is exercised. The incumbent is expected to advance to the journey level Office Assistant II after one year of satisfactory performance at the I level.

TYPICAL DUTIES

- Assists the public in person or by phone.
- Answers inquiries related to department services, programs and operations.
- Obtains information, resolves discrepancies or errors, disperses relevant information, or refers client to the appropriate personnel or location.
- Explains the proper use of forms and documents.
- Screens and distributes incoming mail and sends out informational materials and letters.
- Screens and routes telephone calls.
- Schedules appointments.
- Produces notices, reports, letters, legal documents, fiscal or statistical information.
- Processes, maintains and prepares forms, records, reports and control logs.
- Maintains department files.
- Researches and assembles information.
- Verifies that information or data is complete, accurate, and consistent.
- Identifies and corrects deletions or errors.
- Updates and deletes information.
- May operate automated systems where the routines and procedures require limited interpretation and application development within pre-established guidelines and structures; verifies data on source documents and edits for conformance to specifications.
- Accesses and updates records.
- Produces statistical, data processing, and production related reports.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Modern office practices, methods, procedures, and automated systems.
- General goals and purpose of the Department's programs.
- English grammar, vocabulary, spelling and punctuation.

Ability to:

- Exercise sound judgment when initiating processes, actions, and alternatives within established procedures and regulations.
- Enter data accurately into automated systems.
- Locate, identify, and correct inaccurate or incomplete information.
- Communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds.
- Establish and maintain cooperative working relationships.
- Follow written and oral directions and instructions.

MINIMUM QUALIFICATIONS (Education and/or Experience)

Any combination of training and experience, which would likely provide the required knowledge and abilities, is qualifying.

DRIVER LICENSE REQUIREMENT

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.