

OFFICE ASSISTANT II

CLASSIFICATION DEFINITION

Under general supervision, an Office Assistant II performs a variety of general or specialized clerical activities related to filing, reception, form processing, record maintenance, mail, typing or data entry; obtains and compares information related to department records, programs and services; may perform the initial applicant screening as an incidental function the Department's automated system; and performs related work as required.

This is the journey level in the Office Assistant series. Incumbents in this class perform difficult and responsible office support work within the framework of established work methods and procedures. Incumbents at the II level are expected to use independent judgment in selecting and applying specific references, procedures, sequences, and alternatives to different work situations, referring non-procedural questions to the supervisor.

The Office Assistant II differs from the Office Assistant III by the level of supervision received, the scope and effect of functions performed, the degree of independence exercised, and the complexity of work assigned. The Office Assistant III may also be assigned lead-worker duties, or screening duties on a consistent rather than incidental basis.

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 structure.
- Verifies data on source documents and edits for conformance to specifications.
- Accesses and updates records.
- Produces statistical, data processing, and production related reports.
- May perform initial application screening function on an incidental basis.
- 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:

- Answer a variety of questions related to department programs and the application process.
- Exercise sound judgment when initiating processes, actions, and alternatives within established procedures and regulations.
- Enter data accurately into automated system.
- 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 effective working relationships.
- Follow written and oral directions and instructions.

MINIMUM QUALIFICATIONS (Education and/or Experience)

One (1) year of experience performing clerical duties in an office environment.

Some positions may require the ability to type at a net corrected speed of 45 words per minute.

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.