

OFFICE ASSISTANT III

CLASSIFICATION DEFINITION

Under general supervision, an Office Assistant III performs highly responsible, specialized and technical office support activities; explains rules, policies and operations related to department records, programs and services; may serve as a lead-worker and provide training and work assignments to a group of office support staff; may perform initial application screening interview and initiate cases through automated systems; and performs related work as required.

The Office Assistant III is the advanced journey level in the Office Assistant series. Incumbents either act as lead-worker to a group of office support staff, perform applicant screening in addition to other primary responsibilities, or exercise a detailed subject matter knowledge of a specific program area or specialized record keeping system.

The Office Assistant III differs from the Screener, in Social Services, in that the Screener classification is assigned the screening function as a primary responsibility, while the Office Assistant III may have primary responsibility for other advanced clerical functions, and screening duties represent a less significant portion of the overall responsibilities of the position.

TYPICAL DUTIES

- As lead-worker, instructs employees in the interpretation and application of laws, regulations, policies, and procedures related to the department's programs and automated systems.
- Prioritizes and manages workload distribution.
- Acts as technical resource on more difficult problems or specialized issues; monitors quality and timeliness of unit work.
- Identifies and provides individual instruction to co-workers for work deficiencies.
- Provides feedback to supervisor as requested.
- 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.
- 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.
- Identify and correct deletions or errors
- Updates and deletes information.
- Operates automated systems, which involves interpretation of requirements and assisting in the layout and formatting of fields, screens and report formats utilized in database, spreadsheet or word processing software.
- Produces statistical, data processing, and production related reports.
- May perform the initial applicant screening function and initiate case through an automated system.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Modern office practices, and department specific methods, procedures, policies and regulations.
- Programs, goals and purpose of the assigned department.
- English grammar, vocabulary, spelling and punctuation.
- Business letter writing.
- Lead-work and staff development techniques and practices.
- Computer terminology and computer keyboard arrangement.

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.
- Interpret and explain procedures to others.
- Provide verbal and written instruction to others.
- Exercise sound judgment when prioritizing, organizing, assigning, and monitoring workload.
- Learn the basic principles of the automated system.
- Apply the rules, regulations, policies, and procedures pertaining to initial application the assigned department's services.
- Apply appropriate questioning content and techniques for interviewing applicants.
- Enter data accurately into automated system.
- Locate, identify, and correct inaccurate or incomplete information.
- Answer a variety of questions related to department programs and the application process.
- 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)

Two (2) years of experience performing general office support duties in an office environment, including one (1) year at the journey level.

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.