

CITY OF EAST PALO ALTO

CLASSIFICATION SPECIFICATION

CLASS TITLE:	OFFICE ASSISTANT	CLASS CODE:
DEPARTMENT:	VARIOUS DEPARTMENTS	FLSA STATUS: N/E
REPORTS TO:	VARIES	EMPLOYEE GROUP: SEIU

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.

DEFINITION

Under general supervision of an assigned supervisor, the Office Assistant performs a variety of general and routine clerical work in keeping, providing clerical support to assigned department or division staff, and assisting in the day-to-day clerical functions.

JOB SUMMARY

Incumbent can report directly to a Division Manager, Mid-Manager, and/or an Administrative Assistant. Perform a wide range of clerical support work such as reception, filing official records and documents, greeting general public, scheduling meetings, and assisting in the implementation of standard operating policies and procedures of the department or division; and, performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This position is the entry-level class in the City's clerical support job series. Positions in this classification are characterized by a high level of structure with little deviation from a predetermined job routine; contacts are primarily with the department assigned on routine matters or occasional contacts with other departments or the public where ordinary courtesy and tact are needed. There is only occasional contact with confidential data where disclosure would probably have little effect, and the level of responsibility is such that errors are usually discovered in succeeding operations where most of the work is verified or checked and is normally confined to a single department or phase of City activity. Employees in the class of Office Assistant are expected to exercise judgment in interpreting and applying standard office practices and procedures in completing assignments. The typing requires speed and accuracy; the filing is of complex materials; and the operation of standard office appliances may include the use of calculators and computer.

ESSENTIAL FUNCTIONS

This reflects essential responsibilities of this classification; however, all responsibilities may not be performed by all incumbents.

- Type letters and other materials.
- Type materials from rough drafts, marginal notes or verbal instructions and proofread.
- Maintain a filing system, including the preparation of files for microfilming.
- Post information from standardized media to control records.
- Check forms, records, reports and other material for accuracy, completeness and confirmation with established procedures.
- Maintain office supplies.
- Answer inquiries and give out information concerning standards, procedures, programs.
- Operate standard office equipment, i.e. typewriter, computer, calculator, copier, cash register, computer terminal and word processing equipment.
- Prepare data for computer input and check input.
- Search records to obtain information.
- Prepare requisitions and partial receiving reports.

- Operate a vehicle to carry out assigned duties.
- Attend seminars and workshops related to clerical duties and responsibilities.
- May serve as a member of an employee focus group.
- Perform other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Modern office procedures, techniques, and equipment.
- Clerical and department work practices, procedures, specific rules, precedence, and regulations.
- Proper English grammar, vocabulary, spelling and punctuation.
- Alpha/numeric filing and retrieval systems.
- Computer applications and hardware related to performance of the essential functions of the job.

Skills in:

- Providing excellent customer service to the public, citizens, and other City employees and agencies.
- Typing at net rate of 60 wpm form printed copy.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with minimum direction.
- Applying logical thinking to solve problems or accomplish tasks
- Analyzing and resolving office support situations and problems.
- Communicating clearly and effectively, both orally and in writing.
- Operating a variety of office equipment including typewriter, calculator, computer, copier, facsimile machine and other standard office equipment.

Ability to:

- Establish and maintain effective working relationships with co-workers, city agencies, and the general public.
- Perform cashier function duties accurately.
- Communicate effectively verbally and in writing.
- Handle stressful situations.
- Handle multiple interruptions.
- Handle multiple priorities.
- Use tact, discretion, initiative and independent judgment within established guidelines.
- Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.
- Communicate to others the policies, procedure, statutes, local rules, codes and regulations pertaining to assigned programs and functions.
- Perform the essential functions of this classification.

MINIMUM QUALIFICATIONS REQUIRED

Education:

High School Diploma or GED.

Experience:

One (1) years experience performing clerical work in an office.

Licenses and/or Certifications:

- Valid California Class C Driver's License or higher and a good driving record.
- May require successfully passing a City administered Spanish Examination.

DESIRED QUALIFICATIONS

Associate's Degree or Clerical Training Certificate is highly desirable.

MATERIAL AND EQUIPMENT USED

General office equipment, personal computer and applications, i.e., Word, Excel, Publisher, Power Point, Assess, printer, vehicle, regular/cell telephone, pager, microfiche machine, typewriter, cassette duplicator, scanner, fax, and transcription equipment, copier.,

PHYSICAL REQUIREMENTS

While performing the essential functions of this classification the employee is frequently required to stand, walk, and sit for long periods of time; ability to use hands and fingers, handle, manipulate and feel; ability to reach with hands and arms; ability to speak and hear; ability to occasionally lift and/or move up to 25 pounds, climb flights of stairs; specific vision abilities required by this job include close vision and the ability to adjust focus.

WORKING CONDITIONS

While performing the essential functions of this classification the employee is generally in an office environment. The working conditions are typically moderately quiet, but may be moderately noisy at times.

NOTE: 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.

Z\ Job Descriptions
Office Assistant
Established: September 2004
Revised: