CITY OF ST. HELENA

OFFICE ASSISTANT

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

DEFINITION:

Under general supervision, performs routine tasks and duties by providing office, clerical and administrative support to management staff and other staff as needed; assists callers and visitors by supplying information personally or directing information requests according to established procedures; sorts, logs and maintains records and other documents; interprets and applies policies, procedures and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The Office Assistant is the full working level position in which incumbents are expected to independently perform the full scope of assigned duties. Incumbents perform a full range of office and administrative support duties, including organization and coordination of work load, maintenance of a calendar and scheduling appointments and events. This classification is distinguished from the next higher classification of Administrative Assistant in that the latter is responsible for the more complex assignments and functions with a higher degree of independence.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the management staff. Incumbents of this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: (include but are not limited to the following)

- Performs routine tasks and duties by providing office, clerical and administrative support; assists callers and visitors by supplying information personally or directing information requests according to established procedures; responds to questions and concerns from the general public; provides information as appropriate; represents the City to all callers and visitors in a professional and customer friendly manner.

- Demonstrates an understanding of applicable policies, procedures and work methods associated with assigned duties.

- Uses computers to enter, prepare and proofread drafts, labels, forms, envelopes and a variety of documents, including general correspondence, reports, memos, flyers and statistical charts; operates other automated office equipment; types drafts and a wide variety of finished documents from recording devices, notes, brief written or oral instructions; compiles and maintains records and prepares reports, resolutions and ordinances; attends meetings and records and transcribes minutes; inputs, retrieves and references various computer data management systems.
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• Organizes and coordinates work; sets priorities and meets deadlines; performs a variety of office administrative tasks such as opening and distributing mail, entering and retrieving data, and preparing reports; orders office and other various supplies.

• Makes appointments and maintains a calendar; schedules and arranges meetings and special events; makes travel arrangements; organizes meetings and special events by notifying participants, making necessary arrangements, and preparing required informational materials.

• Provides follow-up and research information on inquiries and problems, which require knowledge of services and programs of the City; resolves problems and responds to special assignments, which require interdepartmental or staff communications.

• Depending on area of assignment, compiles materials and assists in the preparation of Council packets, reports, manuals and logs; assists in the preparation and distribution of agendas, materials, minutes and records of meetings; may attend Council and Commission meetings on a relief basis.

• Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, kneeling, squatting and stooping in the performance of daily activities. The position also requires repetitive hand movement and fine coordination in data entry and preparing reports using a computer keyboard. Additionally, the position requires both near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS:  (The following are minimal qualifications necessary for entry into the classification.)

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an Office Assistant. A typical way of obtaining the required qualifications is to possess the equivalent of two years of clerical experience, and a high school diploma or equivalent:

License/Certificate:

Possession of, or ability to obtain, a valid class C California driver’s license.
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KNOWLEDGE/ABILITIES/SKILLS:  *(The following are a representative sample of the KAS’s necessary to perform essential duties of the position.)*

**Knowledge of:**

Standard office and administrative policies and procedures; specified computer applications involving word processing, data entry, database access and/or standard report generation; business arithmetic; business letter writing and the standard format for typed materials; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

**Ability to:**

Provide general clerical support to a specialized work unit; use applicable office terminology, forms, documents and procedures in the course of work; maintain accurate office files; compose correspondence or documents; meet critical deadlines; deal successfully with the public, in person and over the telephone; courteously respond to community issues, concerns and needs; perform mathematical calculations quickly and accurately; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Skill to:**

Operate an office computer and a variety of word processing and software applications.