

CLASS SPECIFICATION FOR
Office Assistant II

GENERAL STATEMENT OF DUTIES: Performs a wide variety of routine office duties; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This is routine to moderately difficult clerical and office work demonstrating familiarity with office equipment and procedures. The incumbent performs tasks such as typing letters and reports from rough copy or dictaphone, assisting the public with a variety of matters, screening phone calls, setting appointments, filing, and operating standard or specialized office equipment. The incumbent receives continuing or individual assignments. Recurring and more basic problems are handled independently, with more difficult problems being referred to a supervisor for assistance.

EXAMPLES OF WORK (illustrative only):

- Answers phone, screens calls, takes messages, gives information over the phone, refers callers to appropriate source;
- Researches documents, including microfiche, to answer questions or to find information;
- Processes orders and maintains inventory;
- Operates copier and/or other office equipment;
- Prepares documents, microfilms, and processes and edits film;
- May be responsible for the maintenance of photocopiers;
- Operates high-speed copier and mass-produces copies and documents;
- Requisitions and maintains inventory of supplies;
- May operate and be responsible for the general maintenance of such specialized equipment as a printing press, paper cutter, collator, folding machine and binder;
- Types letters, reports, order forms, bills and a variety of documents from rough draft or clear copy;
- Maintains central or sectional files for an agency, ensuring the proper and accurate filing of information as well as the confidentiality and security of all files;
- Adds figures to get a total using a calculator or adding machine;
- Checks figures, forms and letters for accuracy;
- Sorts and files forms, books, papers and printouts for copying, distribution and filing;
- Posts figures for record of expenditures or activities;
- Logs or records items in order to keep records on agency activities;
- Distributes mail, correspondence, copies and computer printouts;
- Greets callers and visitors and directs them to the proper source and gives general information;
- Proofreads documents to insure accuracy;
- Compiles reports for departmental, public, school or County records;
- Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of spelling and punctuation, English grammar, arithmetic, telephone usage, use of a dictionary; ability to file alphabetically, chronologically and numerically and to locate files; ability to research files, proofread, write legibly, follow directions, read and organize information; tact; courtesy; ability to establish and maintain good working relationships with other employees and the public; flexibility; knowledge and familiarity with computer terminations and the ability to enter and retrieve data; knowledge of and familiarity with personal computers and the ability to learn and effectively use commonly utilized business software packages.

MINIMUM EDUCATION AND EXPERIENCE: Graduation from high school and one (1) year of related clerical experience; OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.