

PLUMAS COUNTY
4/2017

APPROVED:

OFFICE ASSISTANT III

DEFINITION

Under limited supervision, the 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 conduct initial application screening interview and initiate cases through automated systems; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

The Office Assistant III is the advanced journey level in the Office Assistant series. Incumbents act as lead-worker to a group of office support staff, perform applicant screening in addition to other primary responsibilities, or exercise detailed subject matter knowledge of a specific and complex program area or specialized record keeping system. They are expected to be thoroughly familiar with the policies and procedures of the Department and/or program where assigned.

REPORTS TO

A wide variety of County supervisory or management positions, depending upon the Department or program area of assignment

CLASSIFICATIONS DIRECTLY SUPERVISED

None

OFFICE ASSISTANT III - 2

EXAMPLES OF DUTIES

- Provides interpretation and guidance to new employees, lower level clerical staff, and coworkers on new or revised policies and procedures.
- Serves as an office receptionist greeting office visitors and answering the telephone, providing information and referring calls and visitors to others.
- Takes and transmits messages.
- Coordinates, distributes, and reprioritizes work tasks to adjust to changing demands.
- Monitors the quality and timeliness of work.
- Assists others with complex or non-routine matters.
- Provides supervisor with feedback on employees and process improvements.
- Addresses complaints and explains regulations to customers or the public.
- Responds to inquiries regarding departmental functions, services, policies, and procedures.
- Obtains information from customers, visitors, or callers to determine appropriate resource, action, document, or staff referral to meet their needs.
- Explains the proper use of forms and documents.
- Operates a variety of standard office equipment.
- Composes correspondence, reports, memos, and other documents.
- Reviews and processes forms/documents in accordance with established guidelines and procedures.
- Monitors and updates manual or electronic files.
- Compiles information to respond to questions or address issues.
- Reviews submitted forms or applications to verify accuracy and completeness.
- Operates automated systems or other department-specific computer systems.
- Performs a variety of financial and fiscal recordkeeping, including maintenance of summary account expenditures, accounts, receivable, and accounts payable records.
- Assists with the preparation and control of budgets.
- Records and logs invoices and claims.
- Prepares documents and publications.
- Establishes types and proofreads documents and materials.
- Tabulates data and verifies totals.
- May work on publications and special reports.
- May assist with child payment claims.
- May assist with public assistance records.
- May prepare and issue permits.
- Performs a wide variety of office and program support assignments.
- Performs special assignments and projects as delegated.
- May have responsibility for organizing the development and distribution of parent support and resource/referral information.
- Operates a computer, using word-processing, spreadsheet, and other software.
- Operates office equipment.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- General office functions, procedures, equipment, and filing systems.
- General goals and purposes of department programs, services, and operations.
- Policies and procedures of the Department and unit where assigned.
- Thorough knowledge of specialized areas of office support where assigned.
- Proper English grammar, spelling, and punctuation.
- Standard formats and vocabulary used in business correspondence.
- Basic supervisory and training and development principles and practices.
- State, County, or Department computer systems.
- Word processing, spreadsheet, database, email, calendaring programs, and automated systems.
- Modern office practices, methods, and procedures.
- Fiscal, account, and budget recordkeeping.
- Computers and software used in office and program support assignments.
- Basic mathematics.

Ability to:

- Explain policies, procedures, and regulations governing program operations.
- Analyze situations involving complex rules and regulations and demonstrate good judgment when resolving differences.
- Provide effective verbal and written instruction to others.
- Prioritize, plan, and organize one's own work.
- Conduct interviews and record information simultaneously.
- Quickly and accurately enter and retrieve data using an automated data system.
- Identify and correct inaccurate or inconsistent information.

Ability To – continued:

- Interact with individuals from various educational, socioeconomic, and ethnic backgrounds.
- Provide direction to and train subordinate staff.
- Work cooperatively as part of a team.
- Listen attentively and understand oral information provided.
- Maintain flexibility in daily activities and decision making.
- Perform a variety of specialized office assistance assignments with minimal guidance and supervision.
- Interpret and apply the policies and procedures of the office where assigned.
- Perform fiscal, account, and budget recordkeeping.
- Accurately type 45 words per minute.
- Operate a computer, using word-processing and other software as appropriate.
- Operate and use office equipment.
- Follow oral and written directions.
- Deal tactfully and courteously with other County staff and the public, providing information and responding to concerns about the Department and/or program where assigned.
- Establish and maintain cooperative working relationships.

Training and Experience:

Qualifications needed for this position:

Two (2) years of office assistance experience, performing assignments comparable to those of an Office Assistant II with Plumas County;

OR

Two (2) years of full-time experience performing clerical duties in an office environment, including one (1) year at the journey level.

Special Requirements: Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.