

OFFICE ASSISTANT II

DEFINITION

Under general supervision, to perform a variety of office assistance and receptionist assignments; to type materials, and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is the experienced level in the Office Assistant class series. Incumbents are expected to be familiar with the policies and procedures of the Department and/or program where assigned. Job assignments are performed with minimal guidance and supervision. This class may be also be used as a training class for entry into the Fiscal and Technical Services Assistant class series.

REPORTS TO

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

CLASSIFICATIONS DIRECTLY SUPERVISED

None.

EXAMPLES OF DUTIES

- 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.
- Receives monies and records payments.
- Performs basic financial recordkeeping.
- Receives, sorts, and distributes mail.
- Maintains inventories of informational material.
- Maintains work time, invoice, work order information, and a variety of office files and records.
- Records and logs invoices and claims.
- 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.
- Performs a wide variety of office and program support assignments.
- Operates a computer, using word-processing, spreadsheet, and other software.
- operates office equipment.

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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:

- Policies and procedures of the Department and unit where assigned.
- Modern office practices, methods, and procedures.
- Filing and information retrieval systems.
- Computers and software used in office and program support assignments.
- Operation and use of office equipment.
- Correct English usage, spelling, grammar, and punctuation.
- Basic mathematics.

Ability to:

- Perform a variety of office assistance assignments with minimal guidance and supervision.
- Interpret and apply the policies and procedures of the office where assigned.
- Type at a rate of 40 words per minute from clear, legible copy.
- 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: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

One year of office assistance experience, performing assignments comparable to those of an Office Assistant I with Plumas County.

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