

## 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.

## **OFFICE ASSISTANT II - 2**

### **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.