

## **OFFICE ASSISTANT II**

### **DEFINITION**

Under general Supervision, performs a variety of general or specialized office assistant duties related to filing, reception, form processing, record maintenance, mail, typing or data entry; obtains and compares information related to department records, programs, and services; may perform the initial applicant screening as an incidental function and initiate cases through the department's automated system; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Office Assistant II is the journey level in the Office Assistant series. Employees at this level are expected to be fully qualified and able to perform difficult and responsible office support work within the framework of established work methods and procedures and to use independent judgment in selecting and applying specific references, procedures, sequences, and alternatives to different work situations, referring non-procedural questions to the supervisor. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Office Assistant I, or if filled from the outside, require prior related experience.

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

## **OFFICE ASSISTANT II - 2**

### **EXAMPLES OF DUTIES**

- Serves as an office receptionist greeting office visitors and answering the telephone, providing information and referring calls and visitors to others.
- 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.
- Prepares items for mailing and sorts and distributes incoming mail according to established guidelines and procedures.
- Operates multiline telephone system including answering calls, transferring calls, and taking messages.
- Schedules customer appointments and maintains schedules for technical or professional staff.
- 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.
- Operates a variety of standard office equipment.
- 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.
- Maintains accurate department and customer records.
- Performs initial screening of applications for departmental services.
- Performs related duties as assigned.

### **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.

## **OFFICE ASSISTANT II - 3**

## **DESIRABLE QUALIFICATIONS**

### **Knowledge of:**

- Policies and procedures of the Department and unit where assigned.
- General goals and purposes of department programs, services, and operations.
- General office functions, procedures, equipment, and filing systems.
- Correct English usage, spelling, grammar, and punctuation.
- Word processing, spreadsheet, database, email, calendaring programs, and automated systems.
- Filing and information retrieval systems.
- Basic Mathematics

### **Ability to:**

- Explain policies, procedures, and regulations governing program operations.
- Analyze situations involving rules and regulations and demonstrate good judgment when making decisions.
- Quickly and accurately enter and retrieve data using an automated system.
- Communicate effectively orally and in writing.
- Interact with individuals from various educational, socioeconomic, and ethnic backgrounds.
- Work cooperatively as part of a team.
- Identify and correct inaccurate or inconsistent information.
- Listen attentively and understand oral information provided.
- Prioritize, plan, and organize one's own work.
- Perform a variety of office assistance assignments with minimal guidance and supervision.
- Interpret and apply the policies and procedures of the office where assigned.
- 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:

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

OR

One (1) year of full-time experience performing clerical duties in an office environment.

**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.