

## **OFFICE ASSISTANT I**

### **DEFINITION**

Performs a variety of general or specialized clerical 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**

Working under close supervision, Office Assistant I is the entry/trainee level in the Office Assistant series. Employees in this class receive in-service training and are given detailed instructions in the performance of routine clerical duties related to filing, reception, form processing, record maintenance, mail, and typing or data entry and performs tasks that are more structured and repetitive than those assigned to level II.

As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Unless a position is permanently allocated to level I due to the nature of the work, employees are expected to promote to the Office Assistant II level after one year of satisfactory performance at the trainee level.

### **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 I - 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.
- Takes and transmits messages.
- Addresses complaints and explains regulations to customers or the public using tact and diplomacy.
- 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.
- May assist with basic financial recordkeeping.
- Maintains accurate department and customer records.
- Performs initial screening of applications for departmental services.
- Receives, sorts, and distributes mail.
- Maintains inventories of informational material.
- Assists with maintaining work time, invoice, work order information, and a variety of office files and records.
- Performs a variety of office assistant assignments.
- 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 I - 3

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- General office functions, procedures, equipment, and filing systems.
- General goals and purposes of department programs, services, and operations.
- English grammar, spelling, and punctuation.
- Word processing, spreadsheet, database, email, calendaring programs, and automated systems.
- Basic mathematics.

#### **Ability to:**

- Explain policies, procedures, and regulations governing program operations.
- Learn and apply the policies and procedures of the office where assigned.
- 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.
- Maintain professional relations at all times and maintain good public relationships
- Accurately type 45 words per minute.

#### **Training and Experience:**

Qualifications needed for this position:

Experience and/or training in an office setting, paid or unpaid, related to filing, reception, processing mail, typing, data entry, answering telephones, assisting the public or other office support duties.

**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.