

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: OFFICE ASSISTANT (FULL-TIME/PART-TIME)

DATE: 9/14/2004 JOB CODE: 21830/91830
FLSA STATUS: NON-EXEMPT UNIT REPRESENTATION: GENERAL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under supervision, performs entry/journey level varied routine and limited complex administrative, financial, and/or customer service support functions in accordance with established procedures or instructions; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This class is the entry/journey level in the office support series. Duties are typically of a routine and repetitive nature and supervision is readily available. Supervision is received from a Technical Assistant, Administrative Coordinator, or Section Head. This class is distinguished from the Senior Office Assistant level in that the latter performs more complex work, may handle multiple support functions independently.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Provides courteous and expeditious customer service to the general public and City Department staff;
- Routinely adheres to and maintains a positive attitude towards City and department goals;
- Performs varied, routine and occasionally moderately complex administrative, financial, and/or customer service support as directed; may provide support to professional/management personnel;
- Serves as receptionist to the public; meet and greet customers; takes and responds to calls, screens calls, takes messages, schedules appointments, answers questions, makes referrals requiring a basic understanding of policies and procedures of the work unit;
- Imparts basic information about programs and procedures and responds to routine customer inquiries, providing resolutions or referring the problem to a supervisor;
- Prepares, and processes various administrative and financial documents and transactions for completion, accuracy and conformance with established policies, regulations and procedures;

- Compiles and tabulates data for regular and ad hoc reports; codes and posts data to logs and records; makes routine mathematical calculations;
- Maintains daily equipment, time, material records, and overtime sheets;
- Processes financial transactions including invoices and bills; monitors, orders, and stocks office supplies for work unit;
- Prepares correspondence, reports, forms, lists, schedules, and related documents from rough draft or from oral or written direction; proofreads materials for accuracy; copies, collates, staples and otherwise binds a variety of materials; assembles and prepares materials for mailing;
- Maintains files and various manual and electronic record keeping systems; manually and/or electronically sorts and files documents, maps, and records according to pre-determined classifications; performs data entry into electronic systems; ensures accuracy of records and files; retrieves materials from established systems;
- Receives, opens, date stamps, and distributes mail;
- Arranges and schedules meetings, conferences, workshops, and handles logistics;
- Operates a variety of office equipment, including computers and related software, calculator, facsimile, photocopier, scanner, and related specialized office equipment of the assigned unit.

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Modern office practices, procedures, equipment, and organization;
- Office record keeping and computer systems;
- Business accounting and bookkeeping; basic business math;
- Correct English usage, grammar, spelling, and punctuation;
- Preparation of business correspondence;
- Standard office techniques involving classifying, indexing, processing, retrieving and controlling a large volume of records;
- Receptionist and telephone techniques;
- Word processing techniques at a basic level.

Ability to:

- Perform general office/administrative work involving the use of a computer;

- Receive and provide information over the telephone in a courteous manner;
- Write legibly;
- Accomplish general office work of average difficulty within established procedures and with accuracy and speed;
- Understand pertinent procedures and functions quickly and apply them without immediate supervision;
- Communicate effectively both orally and in writing;
- Understand and carry out a variety of routine and limited complex assignments under direct supervision from oral and written instructions;
- Prepare accurate financial and statistical documents, reports, correspondence and other materials;
- Learn and operate computers and various software;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Organize, prioritize work assignments working closely with supervisor;
- Perform simple mathematical calculations;
- Keyboard at a net speed of 45 word per minute;
- Maintain and modify filing systems;
- Proofread and detect errors in grammar, spelling, and punctuation;
- Compose routine correspondence;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

MINIMUM QUALIFICATIONS

Education: Graduation from high school, or equivalent, preferably supplemented by the completion of specialized office, business, and computer coursework;

Experience: One (1) year of office/administrative experience in performing routine and limited complex administrative, financial, and/or customer service functions; and ability to demonstrate word processing proficiency at a basic level and keyboard at a speed of 45 wpm.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Class "C" California Motor Vehicle Operator's License. For out of state applicants, a valid Driver's License is required and a valid Class "C" California Motor Vehicle Operator's License must be obtained within ten (10) days of appointment (CA Vehicle Code 12405c).

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Work involves exposure to potential physical harm, hazardous chemicals, and infectious disease. There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office setting and operate office equipment, transport materials and supplies weighing up to 25 pounds, and to travel to various locations. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

CAREER LADDER

From: Office Assistant

To: Senior Office Assistant

Job Description:

CSB Approved:

9/14/2004

Testing Standards:

Open/City Promo/Written/Civil Service Oral:

9/14/2004