

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: SENIOR OFFICE ASSISTANT

DATE: 9/14/2004

JOB CODE: 21832

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 general supervision, performs journey/advanced level varied, moderately complex administrative, financial, and/or customer service support functions exercising independent judgment and procedural knowledge in performing work within standard operating procedures; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This class is the journey/advanced level in the office support series. This class is distinguished from the lower level of Office Assistant by the higher complexity of assignments involving division records management and document handling. Incumbents in this class are required to exercise substantial independent judgment in performing work assignments, to handle and prioritize multiple support functions independently; and possess substantial knowledge and understanding of the functions of the work unit operations in performance of work assignments. Supervision and direction is received from a Technical Assistant and/or Section Head. This class is further distinguished from the class of Technical Assistant in that incumbents do not serve as the key coordinator for Section administrative office activities, nor do they perform lead and training duties, nor do they perform diverse and complex technical support work requiring technical or in-depth knowledge in specialized areas, projects, or programs requiring application and understanding of the specialized or technical area.

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 and moderately complex administrative, financial, and/or customer service support as directed; may provide support to professional/management personnel;
- 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;

- Handles independently customer inquiries and imparts information about programs and procedures using knowledge of functions of work unit providing resolutions or referring the problem to a supervisor when necessary;
- Prepares, and processes various administrative and financial documents and transactions for completion, accuracy, and conformance with established policies, regulations and procedures; keyboards estimates, construction orders, work orders, change orders, specifications, technical reports, and statistical reports;
- Compiles and tabulates data for regular and ad hoc reports; codes and posts data to logs and records; makes routine mathematical calculations; audits data and researches and resolves discrepancies to ensure accuracy of reports; determines proper format for finished reports with supervisor approval; devises forms to summarize data; devises spreadsheets and databases requiring an intermediate level of proficiency to track and extract data;
- Prepares various employee transactions including time cards and injury reports; maintains daily equipment, time, material records, and overtime sheets; maintains various confidential employee records including performance evaluations, attendance, leave, certifications, training, safety, and related areas;
- Processes financial transactions including invoices and bills; monitors, orders, and stocks office supplies for work unit; assists in preparation of annual budget;
- Prepares correspondence, reports, staff reports, forms, lists, schedules, agendas, and related documents from rough draft and/or from oral or written direction independently requiring use of judgment based upon a thorough knowledge of the functions and procedures of the unit; may attend meetings and transcribe minutes from hand written notes or from recordings; proofreads materials for accuracy; copies, collates, staples and otherwise binds a variety of materials; assembles and prepares materials for mailing;
- Establishes and 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 and determines new classifications as necessary; performs data entry into electronic systems; manipulates, summarizes, and extracts data for use in various reports; audits and ensures accuracy of records and files; retrieves manual and electronic 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, two-way radio, 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;
- Advanced office record keeping and computer systems;

- Business accounting principles and terminology; intermediate business math;
- Correct English usage, grammar, spelling, and punctuation;
- Preparation of business correspondence;
- Advanced office techniques involving classifying, indexing, processing, retrieving and controlling a large volume of records;
- Public relations and telephone techniques;
- Word processing, spreadsheet, and data base techniques at an intermediate to advanced level.

Ability to:

- Maintain confidentiality of sensitive or privileged information;
- 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 with substantial independence;
- Communicate effectively both orally and in writing;
- Understand and carry out a variety of moderately complex assignments with substantial independence from oral and written instructions;
- Collect data and prepare accurate financial and statistical documents, reports, correspondence and other materials;
- Proofread and detect errors in grammar, spelling, and punctuation;
- Operate computers and various software including word processing, databases, and spreadsheets at an intermediate to advanced level creating templates, forms, and systems to track and retrieve data;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Organize, prioritize work assignments independently;
- Perform simple mathematical calculations;
- Keyboard at a net speed of 45 word per minute;

- Establish and maintain complex filing systems;
- Proofread and detect errors in grammar, spelling, and punctuation;
- Compose correspondence requiring thorough understanding of the functions of the work unit;
- 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: Three (3) years of office/administrative experience in performing journey level administrative, financial, and/or customer service functions; and ability to demonstrate word processing, database, and/or spreadsheet proficiency at an intermediate to advanced level (depending on position) 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: Senior Office Assistant

To: Technical Assistant

Job Description:

CSB Approved: 9/14/2004

Testing Standards:

Open/City Promo/Written/Civil Service Oral: 9/14/2004