



OFFICE ASSISTANT JOB DESCRIPTION

Job Title: **Office Assistant**

Job Code: **OB115**

Pay Grade: **113**

Effective Date: **October 2007**

FLSA: **Non-Exempt**

Revision Date: **February 2023**

NATURE OF WORK

Under close supervision, conducts a variety of routine general office functions for assigned areas of work; provides customer service to the public; and performs other duties as assigned.

ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Answers and directs incoming calls to appropriate departments and/or individuals; responds to basic inquiries regarding departmental services, policies, and procedures; greets and directs visitors.
- Provides customer service to the public and/or outside agencies; books reservations; sells passes and/or event tickets; issues licenses and permits; processes records requests; conducts background checks.
- Collects and receipts monies for County fees, licenses, permits, bail, and/or inmate accounts.
- Maintains departmental calendars; schedules meetings and appointments; coordinates training activities.
- Prepares, copies, scans, processes, and/or distributes correspondence, forms, faxes, notices, agendas, meeting minutes, news releases, and other types of documents.
- Updates and maintains departmental records, files, lists, handbooks, databases, and/or web pages.
- Conducts research, compiles data, and prepares a variety of departmental reports.
- Performs a variety of routine accounting functions; processes departmental billing and/or reimbursements; prepares bank deposits.
- Orders and maintains office supplies, brochures, and/or forms for area of assignment; updates inventory records.
- Receives, prepares, tracks, and closes out departmental work orders.
- Performs data entry and/or other routine clerical tasks; receives, sorts, and distributes departmental mail.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a standard office environment and/or at the public counter; subject to sitting for extended periods of time, standing, walking, bending, reaching, and lifting of objects up to 30 pounds.

DISTINGUISHING CHARACTERISTICS:

This is the journey level in the Office Assistant series. Incumbents have acquired basic clerical knowledge and are granted a greater degree of independence as further experience is gained.

EMPLOYMENT STANDARDS:

High School Diploma or G.E.D. equivalent; AND one (1) year clerical experience.

Depending on area of assignment, a valid Driver's License and/or other specialized licenses or certifications may be required.

KNOWLEDGE AND SKILLS:

Knowledge of:

- County policies and procedures.
- General office practices and equipment.
- Standard computer software applications.
- Telephone etiquette and customer service protocols.
- Departmental operations relative to area of assignment.

Skills in:

- Performing a variety of clerical functions.
- Responding to inquiries and providing customer service to the public.
- Preparing and maintaining correspondence, reports, and other documentation.
- Establishing and maintaining effective working relationships with other staff, County departments, outside agencies, and the general public.
- Communicating effectively verbally and in writing.