

## COUNTY OF SOLANO

### OFFICE ASSISTANT II

Rev. 9/00

#### **DEFINITION**

Under general direction, performs a variety of complex and/or routine clerical work in support of a functional work unit or program; receives and processes information, by phone or in person, based upon needs of the programs to which assigned; performs related work as required.

#### **CLASS CHARACTERISTICS**

This is the journey level class in the Office Assistant series in which incumbents must possess general clerical skills. This position is characterized by the responsibility to perform complex clerical tasks and to apply specialized knowledge of departmental, work unit and program procedures, services and methods. Incumbents work within a framework of established procedures and are expected to perform clerical tasks with limited instructions and assistance. Incumbents must apply various established rules and procedures in decision making. Incumbents have routine contact with the public, answer procedural questions or give out factual information. It is distinguished from other Office Assistant classes by the complex nature of general clerical office support activities performed. Job duties can be learned from formalized instruction or apprenticeship of short duration.

#### **EXAMPLES OF DUTIES**

Depending on assignment, duties may include, but are not limited to the following:

1. Receives and screens callers, both in person and over the phone; evaluates described problems and responds to inquiries regarding departmental services or official documents and notices; refers callers to appropriate individuals and/or offices; provides the public and employees with general procedural and/or specific information regarding department, program or services; distributes and explains forms or requests; makes room reservations and/or schedules appointments; verifies identity of individuals; contacts outside agencies to verify information and resolve discrepancies.
2. Guides, advises or explains the functions of the department, work unit or program; may provide assistance, training or instruction to help people understand and learn their duties and responsibilities with respect to the functional usage of forms, documentation, equipment, supplies or materials.
3. Develops, receives and processes documents and information; determines routing of information, correspondence, service requests, records and documents based on content and knowledge of unit operations; issues certificates, permits, licenses and other such documents based on review of submitted documentation for sufficiency and conformance with operating/licensing procedures; determines, receives, records and processes fees according to established procedures; processes accounts receivable and makes deposits.

**EXAMPLES OF DUTIES (Continued)**

4. Establishes and maintains general filing, tickler, cross reference and other specialized manual and/or automated record keeping systems; assigns alpha and/or numeric identification codes; sorts and files information based on content or another classification method (e.g., chronological or alphabetical order); purges files; posts information to records and files to update information and document activity transactions; conducts file search to locate misplaced documents; compiles data and/or research information.
5. Copies, compiles, collates, transcribes, files, or posts data and/or information following a schema or plan for the purpose of recording, referencing, describing, or reporting information for work assignments; records, files, enters and/or stores data and information such as that associated with interviewing, guiding, transcription, shorthand, rules, regulations, schematics, diagrams, blueprints, job specifications, routine correspondence, general operating manuals, specifications, operational status, equipment installation, proof reading and assembly instructions.
6. Types a variety of documents such as reports, letters and contracts from handwritten, typed or voice recorded draft; receives direction regarding document format, content, distribution and preparation priority; selects and/or designs appropriate typing format; proofs and corrects copy for grammar, spelling, punctuation and conformance with established guidelines; makes, collates and binds copies of documents produced; distributes documents; composes routine correspondence; develops form letters.
7. Retrieves information from County files and documentation; verifies accuracy of the information to be distributed; verifies information to determine whether documents have been mailed and/or distributed to appropriate parties; performs research to identify needed documents or to verify receipt of documents.
8. Receives, time stamps, routes, and/or distributes materials in accordance with prescribed methods; packs or unpacks materials; moves objects; delivers/picks-up materials or mail; runs errands as necessary.
9. Provides clerical support to unit administrative functions by processing time sheets, payroll/personnel transactions, claims and purchase orders/requisitions; maintains workload statistics, mileage records, supplies and fixed assets; takes and prepares informal meeting notes and minutes; assists in report and budget request preparation by researching and compiling information; establishes and documents clerical operational and work methods procedures.
10. Maintains office equipment and facilities; requests and follows-up on building maintenance and custodial services; operates and performs routine preventative maintenance on office machines; operates personal computers, printers, and related peripherals where the regulating of controls requires continuous attention and readiness of response; may require the use of vehicle specifically required by the job.

**EXAMPLES OF DUTIES (Continued)**

11. Reviews and classifies data and information following a schema, plan or system using discretion to determine the appropriate classification of information pertaining to work assignment; analyzes criteria, standards, and/or requirements associated with a particular discipline or work assignment in order to determine actual or probable interactive effects and relationships.
12. Performs data entry into specialized computer systems used to track and log various County records activities and programs; retrieves information from these specialized computer systems upon request; uses a variety of software applications (e.g., word processors, databases, spreadsheets, presentations) to complete work.

**QUALIFICATION GUIDELINES**

**Education and/or Experience**

High school diploma or GED preferred; supplemented by six (6) months of full-time work experience that demonstrates possession of and competency in the requisite knowledge and abilities.

**Knowledge/Skills/Abilities**

Considerable knowledge of secretarial and office methods, procedures, and techniques; manual and automated filing systems; office equipment operation; business correspondence, record-keeping and filing systems; office practices; report writing; correct English usage; standard operating policies, procedures and administrative structure; forms, records and terminology used in the area of work specialization; rules, regulations and operating procedures governing clerical and technical activities of the assigned unit/program; public information and contact techniques; availability and interrelationship of similar and related services provided by other units, departments and agencies; methods of recording, researching and compiling information; general clerical and technical resource materials and information sources; document preparation, duplication and distribution techniques; administrative procedures effecting inventory, purchasing, accounting and personnel/payroll transactions.

Ability to provide general clerical support to a specialized work unit; apply knowledge of operational and technical procedures specific to assigned unit/program; communicate and apply rules, regulations, policies and procedures applicable to clerical assignment; understand, interpret and explain laws, regulations and policies governing program operations; understand program objectives in relation to departmental goals and procedures; understand and apply written and verbal instructions; convey information to others; refer clients to services related to unit activities provided by other units, departments and agencies; receive and review information to identify services; proofread names,

**QUALIFICATION GUIDELINES (Continue)****Knowledge/Skills/Abilities (Continued)**

numbers, codes and symbols; sort alphabetically and numerically; sort by content or other classification methods; recall detailed information; sort information and correspondence based on content; develop and implement clerical operations and work method procedures; collect and analyze data to draw logical conclusions and make appropriate recommendations; plan, organize and prioritize work; work under pressure and meet short deadlines; interpret and apply written and verbal instructions; operate a multi-line telephone, word/data processing equipment, copier, shredder, microfilm equipment, cash register and other equipment used in clerical support activities; read and comprehend equipment operating instructions; search information storage systems to locate information; update and purge information storage systems based on established procedures or specific instructions; solve problems encountered in the course of work by choosing between procedural alternatives; accurately transfer information from one source to another; maintain records, logs and indices; extract specific information from records or reports; answer the phone and take messages; make routine arithmetical calculations; organize and prioritize work assignments; use word processing, spreadsheet, database and/or desktop publishing software; make decisions and independent judgments; project consequences of decisions; communicate effectively with people of diverse socio-economic backgrounds and temperaments; establish and maintain cooperative working relationships; maintain confidentiality of information; recognize and respect limit of authority and responsibility.

**SPECIAL REQUIREMENTS**

None.

**SUPPLEMENTAL INFORMATION**

Incumbents in this classification are re-allocated from the position of Office Assistant I upon the successful completion of one-year of satisfactory performance in the Office Assistant I class.

Positions allocated to this class may require bilingual skills.

Positions allocated to this class require the ability to learn specific knowledge related to department, division or program.

Applicants are required to demonstrate basic word processing skills through the passing of a County approved test.

Recruiting requirements may be set to test keyboarding (40 net WPM) and/or transcription speed; however, these skills are not the primary areas to be measured in the selection process.

Independent travel may be required.

**ADA COMPLIANCE**

**Physical Ability:** Some tasks may involve the ability to exert moderate physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (10-20 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require visual perception and discrimination. Some tasks require oral communications abilities.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

Solano County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Solano County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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