

COUNTY OF SOLANO

OFFICE ASSISTANT III

Rev. 9/00

DEFINITION

Under direction, performs complex administrative support work and/or may lead the work of other clerical support staff; performs a variety of complex and advanced 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; handles a variety of sensitive and/or complex administrative matters using independent judgment in applying established practices and procedures; performs related work as directed.

CLASS CHARACTERISTICS

This is the advanced level class in the Office Assistant series in which incumbents must possess advanced clerical skills. This position is characterized by the responsibility to perform complex clerical and administrative support tasks and to apply specialized knowledge of departmental, work unit and program procedures, services and methods. Incumbents are expected to perform tasks without instructions and assistance. Incumbents have latitude in decision making and apply broader aspects of established practices and procedures to problems not falling concisely within the limitations of accepted standards or precedents. Incumbents have routine contact with the public, answering procedural questions or giving out factual information. It is distinguished from other Office Assistant classes by the complex nature of clerical, administrative and office support activities performed and/or lead worker guidance given to others.

EXAMPLES OF DUTIES

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

1. Performs the most complex and advanced clerical and administrative support tasks in assigned area and/or leads the work of others engaged in general clerical and administrative support work in support of clerical operations and services; plans, organizes, prioritizes and may distribute work assignments; may train and evaluate subordinate staff; maintains work unit production statistics and prepares related reports; assists in the review and implementation of new office procedures; works toward assigned objectives, sometimes adopting or modifying methods or standards.
2. 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 complex 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 to resolve discrepancies.

EXAMPLES OF DUTIES (Continued)

3. Guides, advises or explains the functions of the department, work-unit or program; provides 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; explains policies, procedures, codes and/or regulations.
4. Develops, receives and processes documents and information; determines and assists others in determining the 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.
5. 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.
6. Copies, compiles, collates, transcribes, files, and posts data and/or information following a schema or plan for the purpose of recording, referencing, describing, or reporting information for work assignments or advising others; records, files, enters, and/or stores data and information such as that associated with financial statements, non-routine correspondence, product specifications, marketing surveys, technical operating manuals, materials utilization schedules, inventory utilization schedules, procedures, policies, methods, explanations, and guidelines.
7. Types a variety of documents such as reports, letters, meeting minutes and contracts from handwritten, typed or voice recorded draft; receives some direction regarding or determines 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 non-routine correspondence; develops form letters.
8. 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.

EXAMPLES OF DUTIES (Continued)

9. Receives, time stamps, routes, and/or distributes materials in accordance with prescribed methods; packs or unpacks materials; moves objects; may deliver/pick-up materials or mail; runs errands as necessary.
10. 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 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.
11. 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.
12. 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 in order to understand or determine actual or probable interactive effects and relationships.
13. 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.
14. May monitor the location of departmental staff and relay information to them via two-way radio communications.

QUALIFICATION GUIDELINES

Education and/or Experience

High school diploma or GED; supplemented by two (2) years of full-time work experience that demonstrates possession of and competency in the requisite knowledge and abilities. If assigned to a lead worker position, six (6) months of previous lead worker experience is required.

QUALIFICATION GUIDELINES (Continued)

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.

Working knowledge of basic supervisory practices and principles may be required depending on area of assignment.

Ability to provide complex 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; convey information to others; refer clients to services related to unit activities provided by other units, departments and agencies; receive and review information to establish and identify services required by clients; proofread names, numbers, codes and symbols; sort alphabetically and numerically; sort by content or another classification method; 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 own work and the work of others; 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 activity; 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; 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; may require the ability to lead the work of others engaged in performing a variety of clerical duties.

SPECIAL REQUIREMENTS

None.

SUPPLEMENTAL INFORMATION

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, and basic supervisory practices and principles.

Independent travel may be required.

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

Recruiting requirements may be set to test keyboarding (50 net WPM) and/or transcription speed; however, these skills are not the primary areas to be measured in the selection process.

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.