

COUNTY OF SOLANO
CLASS DESCRIPTION, 1999

OFFICE AIDE

DEFINITION

Under close supervision, performs a variety of routine, non-complex clerical work in support of departmental operations; performs related work as required.

CLASS CHARACTERISTICS

This is the entry level position in the clerical series in which incumbents must possess basic skills, but no previous clerical experience. This position is characterized by the responsibility to perform clerical tasks and to learn and apply basic knowledge of departmental, work unit and program procedures, services and methods. Employees in this class normally work under close and continuous supervision performing repetitive duties according to established procedures. Generally, work is observed and reviewed both during its performance and upon completion, and changes in procedure or exceptions to rules are explained in detail as they arise. The class of Office Aide can also be utilized as a recruiting and training class for different specialty clerical areas. Designated positions will require that the incumbent possess adequate typing skills to successfully perform the job.

EXAMPLES OF DUTIES

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

1. Prepares, sorts, and/or files materials, correspondence or forms; may maintain established files, manuals, or indices in accordance with prescribed filing system procedures; may purge records and/or review files for accuracy and completeness; searches for materials through use of indices; locates missing materials by conducting a file search.
2. Copies, compiles, collates, transcribes, files, or posts data and/or information following a schema or plan for the purpose of recording, referencing, or reporting information for work assignments.
3. Types lists, cards, addresses, labels, forms, routine reports, or correspondence from handwritten or typed copy; proofreads materials for completeness and/or spelling, grammatical, or punctuation accuracy; makes revisions as necessary.
4. Retrieves information from County files and documentation; verifies accuracy of the information.
5. Maintains simple records by transferring data, calculating totals and subtotals; maintains cross-reference files by assigning or checking filing codes to items based on material/document content; maintains logs or processed materials.

6. Receives, time stamps, routes, and/or distributes materials in accordance with prescribed methods; packs or unpacks materials; moves objects or delivers/picks-up materials or mail; runs errands as necessary.
7. Complies or staples materials by hand or machine; folds, inserts, and seals materials in envelopes; wraps, weighs, stamps, and mails materials.
8. Receives the public; answers the phone; schedules appointments; provides routine factual and procedural information; directs callers to appropriate offices/people; distributes appropriate documentation and applicable forms; refers callers to appropriate programs and departments.
9. Operates a variety of office equipment, such as photocopiers, cash registers, shredders, and field dispatch equipment; may order and maintain office supplies; may maintain office equipment and follow-up on requests for maintenance.
10. Performs data entry into specialized computer systems used to track and log various County activities and programs; retrieves information from these specialized computer systems upon request.

QUALIFICATION GUIDELINES

EDUCATION AND/OR EXPERIENCE

High school diploma or GED preferred; supplemented by some previous work experience that demonstrates possession of and competency in the requisite knowledge and abilities.

KNOWLEDGE/SKILLS/ABILITIES

Knowledge of basic office methods, procedures, and techniques; manual and automated filing systems; correct English usage.

Ability to apply rules, regulations, policies and procedures applicable to clerical assignment; understand and apply written and verbal instructions; convey information to others; proofread names, numbers, codes and symbols; sort alphabetically and numerically; operate a multi-line telephone, copier, shredder, microfilm equipment, cash register and other such equipment used in clerical support activities; read and comprehend equipment operating instructions; solve problems of a routine nature 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 work assignments; communicate effectively with people of diverse socio-economic backgrounds and temperaments; establish and maintain cooperative working relationships.

SPECIAL REQUIREMENTS

None.

SUPPLEMENTAL INFORMATION

Positions allocated to this class may require specific operational knowledge.

Independent travel may be required.

Candidates for some positions in this class may be required to pass a background investigation in accordance with applicable law, regulation and/or policy.

Positions allocated to this class may require bilingual skills.

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.

Human Resources Director

Date

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