

# CITY OF FOLSOM

## OFFICE ASSISTANT I/II

### **DEFINITION**

Under immediate and general supervision, perform a variety of general and specialized clerical duties related to filing, reception, form processing, record maintenance, mail, typing, and data entry; obtain and compare information related to department records, programs, and services. Office Assistant IIs may oversee, monitor, and/or direct the work of lower level personnel.

### **DISTINGUISHING CHARACTERISTICS**

The Office Assistant I is the entry-level class of the clerical Office Assistant series. Initially under close supervision, incumbents perform the more routine duties while learning City policies and procedures and becoming familiar with the variety of departmental systems and practices. As experience is gained, duties become more diversified and are performed under more general supervision. This class is flexibly staffed with Office Assistant II and incumbents may advance to the higher level after one (1) year at the I level and demonstrating proficiency that meets the qualifications.

The Office Assistant II is the experienced/journey level class in the series, fully competent to independently perform the duties. This class is distinguished from those in the lower classification of Office Assistant I by the relative independence with which they perform their duties by applying specific references, procedures, sequences, and alternatives to different work situations, and referring only non-procedural questions to the supervisor. This class is distinguished from the Senior Office Assistant in that the latter serves either as the senior or advanced level specialist in the series.

The Office Assistant series differs from the Account Clerk series in that the primary duties of the Account Clerk involve the application of mathematical skill and ability in the use of financial, numerical, and statistical data and information. The Office Assistant II class performs a wide variety of general office support duties in which the use of mathematical ability is incidental to the primary function and predominantly performed duties.

### **EXAMPLES OF ESSENTIAL DUTIES**

**NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.**

- Assist the public in person or by phone; answer inquiries related to department services, programs, and operations.
- Obtain information, resolve discrepancies or errors, disperse relevant information, or refer customers to the appropriate personnel or location.

- Explain the proper use of forms and documents.
- Screen and distribute incoming mail and send out informational materials and letters.
- Screen and route telephone calls.
- Schedule and maintain calendar for appointments and meetings.
- Produce notices, reports, letters, forms, records, and fiscal or other documents.
- Verify that information or data is complete, accurate, and consistent.
- Assist in gathering information for training manuals, meetings, and staff.
- Organize, inventory, and order supplies for the department.
- Perform related duties as assigned.

### **EMPLOYMENT STANDARDS**

**NOTE: The level and scope of the knowledge and abilities listed below are related to job duties defined under “Distinguishing Characteristics.”**

#### **Knowledge of:**

- Receptionist and telephone techniques.
- Common word processing, spreadsheet, and database software.
- Customer service principles and practices.
- Record-keeping principles and procedures.
- Modern office procedures, methods, and equipment.
- English grammar, spelling, vocabulary, and punctuation.
- Arithmetic, filing, and recordkeeping procedures.
- Basic program and services of the office or department to which assigned.

#### **Ability to:**

- Analyze situations carefully and adopt effective courses of action.
- Interpret and apply department policies and procedures.
- Perform office support, assistance, and clerical work.
- Operate a computer terminal to input and retrieve data.
- Apply office methods, rules, and policies.
- Understand and carry out oral and written directions.
- Make basic mathematic calculations.
- Ability to type at a speed necessary for successful performance on the job.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Effectively communicate verbally and in writing.
- Operate a telephone console.

## **Minimum Qualifications:**

### **Office Assistant I**

#### **Experience:**

Some experience and/or training in an office setting, paid or unpaid, related to filing, reception, processing mail, typing, data entry, answering telephones, assisting the public or other office support duties is highly desirable.

### **Office Assistant II**

#### **Experience:**

One (1) year of full-time experience performing clerical duties involving public contact in an office environment.

## **License, Certificate, Registration Requirements:**

At the option of the City, persons hired into this class may be required to either possess at entry or obtain within specified time limits, designated licenses, certificates or specialized education and training relevant to the area of assignment. Additional requirements may include, but are not limited to the following:

- Some positions may require the possession of, or the ability to obtain and retain, a California Class C driver license by the time of appointment. Individuals who do not meet this requirement due to a disability will be evaluated on a case-by-case basis.
- Notary Public Commission

## **Physical Requirements:**

Work is performed in a typical office environment. (1) Mobility: frequent use of keyboard; frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: frequently up to 10 pounds; occasionally up to 25 pounds. (3) Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision. (4) Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching. (5) Hearing/ Talking: frequent hearing and talking, in person and on the phone. (6) Emotional/ Psychological: frequent decision-making and concentration; frequent public and/or coworker contact; occasional working alone. (7) Environmental: frequent exposure to noise.

## **Information Block**

Class Code:

FLSA Status:

Established:

Revised:

Retitled:

Workers Compensation Code

Bargaining Unit: