

# CITY OF FOLSOM

## SENIOR OFFICE ASSISTANT

### **DEFINITION**

Under general supervision, perform highly responsible, specialized, and technical office support activities; explain rules, policies, and operations related to department records, and programs; provide information and assistance to the public; may coordinate administrative and clerical activities among the divisions of the department. Incumbents may oversee, monitor, and/or direct the work of lower level personnel.

### **DISTINGUISHING CHARACTERISTICS**

The Senior Office Assistant is the lead and/or specialist level in the Office Assistant series. In the lead assignment, incumbents provide direction to lower level staff including assigning, directing, and reviewing the work of staff. In the specialist assignment, incumbents work on specialized projects containing a high number of complex and difficult tasks and assignments. Positions at this level are distinguished from those in the lower classification of Office Assistant II by the independence with which they perform their duties in handling the most difficult and complex work or performing lead work. The Senior Office Assistant is expected to perform duties requiring a thorough knowledge of technical information beyond normal department policies and procedures. This class is distinguished from the class of Administrative Assistant in that the primary function of the latter classification is to provide principal clerical responsibility for a variety of complex but well-defined, Department-wide administrative functions.

### **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.**

- Act as technical resource on more difficult problems or specialized issues; monitor quality and timeliness of unit work; identify and provide individual instruction to co-workers for work deficiencies.
- As leadworker, instruct employees in the interpretation and application of regulations, policies, and procedures related to the department's programs and automated systems.
- Coordinate and maintain schedules and meetings.
- Answer inquiries related to department services, programs, and operations.
- Prepare and process notices, reports, flyers, letters, fiscal, or other documents and information.
- Process and maintain payroll records.
- Respond to surveys.
- Classify and post expenditures to appropriate budgeting accounts.

- Verify that information or data is complete, accurate, and consistent; update and correct.
- May serve as clerical support to commissions or committees.
- Generate monthly performance evaluation reminders and forward information to supervisors with appropriate forms.
- Purchase office supplies and equipment.
- Perform related duties as assigned.

## **EMPLOYMENT STANDARDS**

**Note: The level and scope of the following knowledge and abilities are related to duties listed under the “Examples of Essential Duties” section of this specification.**

### **Knowledge of:**

- Modern office practices, and department specific methods, procedures, policies, and regulations.
- Programs, goals, and purpose of the assigned department.
- English grammar, spelling, vocabulary, and punctuation.
- Business letter writing.
- Leadwork and staff development techniques and practices.
- Computer terminology and computer keyboard arrangement.
- Common word processing, spreadsheet, and database software.

### **Ability to:**

- Answer a variety of questions related to department programs and processes.
- Exercise sound judgment when initiating processes, actions, and alternatives within established procedures and regulations.
- Interpret and explain procedures to others.
- Provide verbal and written instruction to others.
- Prioritize, organize, assign, and monitor workload.
- Use the department’s automated systems used in the department.
- Enter data accurately into automated system.
- Locate, identify, and correct inaccurate or incomplete information.
- Answer a variety of questions related to department programs and the application process.
- Effectively communicate verbally and in writing.
- Establish and maintain effective working relationships with those encountered in the course of work.

### **Minimum Qualifications:**

#### **Experience:**

One year of full-time experience as an Office Assistant II with the City of Folsom.

OR

Two (2) years of full-time experience performing clerical duties involving public contact in an office environment, including one (1) year at the journey level.

**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: