

OFFICE ASSISTANT II

ROLE

These employees perform a variety of office assistant tasks as generalists in support of administrative, program or technical operations. Employees perform a variety of ongoing work functions that include a diversity of records, reports and filing activities, public contact, office equipment operation, composition, and other general office duties. Work requires a knowledge and use of applicable office equipment systems and related technology. Some employees may spend a large percentage of time in office machine operation to support the work production of the overall work unit. Several software packages may be used to enter, retrieve, verify, update, research, and/or authorize actions. The variety and complexity of these packages may increase as the level of responsibility increases.

Employees work in a variety of environments and may work individually or in combination with other office support or administrative employees. They report to higher-level office assistants or administrative employees, first line supervisors, professionals or program managers. At the higher levels, employees work at higher levels of independence from regular supervision even if working under the supervision of higher-level administrators. Work reflects an increase in complexity or scope of tasks, the knowledge and application of policies and procedures, degree of independence and accountability, and consequence of tasks performed. Employees may supervise others. Positions excluded from this role are those which are considered as Personal Assistants who participate in the accomplishments of the supervisors' jobs; positions that serve as mini-business managers for a small unit providing management support services typical to accounting, budget, personnel and payroll; and positions primarily concerned with the responsibility for planning and directly coordinating a variety of general support functions for a program. Working titles for Office Assistant positions may include Typist, Office Support Specialist or similar titles.

NATURE OF WORK

This is entry level work which identifies employees that perform a high volume of tasks limited in variety and scope that support an office operation or work unit. The majority of time is spent performing tasks using specific procedural and operational guidelines which are readily available. Work requires limited knowledge of office practices and procedures when purging files, maintaining and inspecting specified documents or operating office equipment. Work involves a public contact role that is limited in scope and consequence in answering and routing calls. Based on the routine nature of work performed at this level, employees may function with moderate or close review. Procedures or matters requiring interpretation are referred to the immediate supervisor. Tasks typical of Level II assignments within work functions are similar for both the Office and Processing Assistant roles.

KNOWLEDGES, SKILLS AND ABILITIES

Working knowledge of spelling, punctuation, and vocabulary.

Limited knowledge of office practices and procedures.

Ability to arrange and place records, reports, files, and other documents into a defined sequence.

Ability to screen and refer problems and callers using defined communications procedures.

Ability to use a variety of standard office equipment.

Ability to follow oral and written instructions.

Ability to communicate effectively in person and by telephone.

Ability to learn to use specialized office equipment.

Ability to perform simple arithmetic calculations.

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MINIMUM TRAINING AND EXPERIENCE

Graduation from high school; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of position in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.