

CITY OF DALY CITY
JOB SPECIFICATION

APPROVED BY
PERSONNEL BOARD: 02/08/2007
CITY COUNCIL: 02/26/2007
RES NO.: 07-35

OFFICE ASSISTANT I/II

DEFINITION

Office Assistant I: Under direct supervision, the Office Assistant I performs a variety of technical office work and other related work as required.

Office Assistant II: Under general supervision, the Office Assistant II performs similar work, but is expected to have the competence and judgment to work more independently.

Office Assistant I is the entry-level class and Office Assistant II is the journey level class in the series. Incumbents in the Office Assistant I class will progressively perform most of the duties required in the series, but are not expected to function at the same skill level and will usually exercise less independent direction and judgment on matters related to work procedures and methods. Work is usually supervised while in progress and fits an established pattern that has been explained before the work is started. Generally, changes in procedures or exceptions are explained in detail as they arise. Under the flexible staffing concept, Office Assistant II positions that may become vacant may reasonably be filled at the Office Assistant I position for training purposes or when filled from the outside, require specific clerical experience. Appointment to this class requires the employee to be performing substantially the full range of technical office duties and to meet the qualification standards for the class. The class requires the ability to work independently exercising judgment and initiative.

EXAMPLE OF DUTIES

Assembles, prepares and proofs final copies of reports, letters, case records, lists, receipts, legal documents, agendas, requisitions, permits, licenses, charts, and estimates using PC word processing or typewriter, as appropriate. May transcribe documents from dictating machines or other recording devices. Prepares invoices, bills, payroll/time sheets, and work orders. Makes and checks simple arithmetical computations; checks and tabulates statistical data. Sets up and maintains indexes and files. Operates a variety of current office machines, including but not limited to computers, printers, typewriters, copiers, adding and facsimile machines. Answers and routes telephone calls for one or more divisions, effectively and efficiently responding to public and intra-office inquiries. Greets and assists members of the public and business visitors. Receives, distributes, and dispatches intra-office and US mail. May perform a variety of other tasks including but not limited to maintaining mailing lists, clipping newspapers; receiving and transmitting radio messages from field personnel, keeping vacation schedules, and ordering, inventorying and receiving supplies. Performs related duties as assigned.

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MINIMUM QUALIFICATIONS

Knowledge of: Office Assistant I level: Appropriate business English including correct spelling, accepted grammar and punctuation and basic arithmetic. Office Assistant II level: Office Assistant I level verbal and quantitative skills as well as competent and effective use of personal computer applications. Modern office procedures and methods including filing and record keeping practices.

Ability to: Office Assistant I level: Keyboard/type at a speed of 40 words per minute from clear copy; accurately perform basic clerical work; follow oral and written instructions; interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under demanding time pressure, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis.

Additionally, at the Office Assistant II level: Keyboard at a speed to successfully perform the duties of the Office Assistant II position; independently and accurately perform detailed clerical work of average difficulty including keeping basic accounting records.

If testing at the journey level (II), keyboard/type at a speed of 50 words per minute.

Experience:

Office Assistant I: no experience required.

Office Assistant II; two (2) years, full-time, paid, clerical work in an office setting which includes at least one year of demonstrated personal computer application competency. Additional education beyond high school may be substituted for the required experience on the basis that one year of education equals six months of experience to utilize a maximum of two years of additional education. The substitution of two years of education for one year of experience does not eliminate the requirement of a full year of demonstrated personal computer application competency.

Education: Graduation from high school or equivalent.

R: 02/07