OFFICE ASSISTANT I

DEFINITION

Under immediate supervision performs routine, basic clerical/administrative duties in support of a unit, program, office, division or department; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Six months of full-time general clerical experience involving customer service, providing and receiving information on a daily basis, and the use of standard Microsoft Office Suite applications (Word, Excel and Outlook at a minimum) in performing daily clerical duties and department specific functions.

LICENSE OR CERTIFICATE

N/A

DISTINGUISHING CHARACTERISTICS

This is the first level in the Office Assistant Series and is the lead-in classification for positions that are expected to perform the full range of clerical/administrative duties. Some positions, due to restricted range of duties, will remain at this level. Incumbents in this classification perform assigned tasks in accordance with detailed instructions, procedures and methods within a structured work routine. Assignments are checked for accuracy, adherence to instructions and rate of performance. It is distinguished from the Office Assistant II classification, which is expected to perform duties with greater skill, have more knowledge of the assignment area and use more independence of direction and judgment.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF DUTIES (The following is used as a partial description and is not restrictive as to duties required.)

Perform receptionist duties and answer telephones; greet callers and visitors and provide basic information regarding department activities; refer callers and visitors to appropriate personnel or offices; answer general questions; take and relay accurate phone messages.

Type, proofread and distribute materials such as correspondence, forms and reports.

Enter and retrieve data in computer according to clearly defined instructions and criteria.

File, locate and retrieve information according to alphabetical, numerical, coded or other established records maintenance systems; maintain and update filing and/or record systems, mailing lists and other specialized record keeping information.
Scan and upload documents using imaging software and ensure scanned copies are clean and legible for later retrieval; appropriately file and organize documents within the software; review all work for accuracy and completeness; and maintain confidentiality of all information.

Maintain and monitor office and/or specialized supplies and related equipment.

Duplicate, collate, assemble and distribute materials according to established department policies and procedures.

Pick up, receive, open, date stamp, sort and disseminate incoming mail and other materials to appropriate department staff.

Photograph new employees and prepare ID badges, ensuring each badge has correct security authorizations for access into appropriate locations.

Accept check payments for bid packets and map checks; prepare receipts.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**
Standard office procedures, practices and methods, including telephone etiquette.
Chronological, alphabetical and numerical filing procedures.
Data entry and verification procedures.
Grammar, punctuation, spelling and proper English usage.

**Ability to:**
Provide exceptional customer service.
Answer telephones courteously and take accurate messages.
Accurately proofread documents for spelling, punctuation, completeness and accuracy of content.
Maintain confidentiality of information.
Communicate effectively, both verbally and in writing.
Read and follow instructions.
Establish and maintain effective and cooperative working relationships with all those contacted in the course of work.

**SPECIAL REQUIREMENTS**
*Essential duties in some positions in this classification may require the following physical skills and work environment.*

Ability to work in a standard office environment. Ability to lift and move objects weighing up to 25 lbs. Ability to use standard office equipment including computers, copiers, telephones and FAX machines.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*