OFFICE ASSISTANT II

DEFINITION

Under direct supervision provides administrative, clerical and legal clerical support; performs duties related to specialized functions and programs in support of assigned department; and performs other related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

One year of full-time general or legal 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

Some positions may require possession of a valid driver’s license.

DISTINGUISHING CHARACTERISTICS

This is the second level in the Office Assistant series. Incumbents in this classification perform general and specialized clerical duties with greater independence of direction and judgment, in addition to knowledge of specialized areas. Tasks are performed in accordance with some instructions regarding details of the assignment.

SUPERVISION EXERCISED

Exercises no supervision.

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

General Duties:

Perform receptionist duties and answer telephones; greet callers and visitors and provide information regarding department activities; explain departmental services, programs, functions, policies and procedures; schedule and confirm appointments; take and relay accurate phone messages.

Perform data entry; compile information and/or statistical data and prepare, proofread, maintain and distribute various records, documents, spreadsheets, correspondence and reports using a variety of specialized software.

Maintain and update manual and/or electronic file/record systems, mailing lists and other specialized record keeping systems.

Identify and prepare office records and files for archival or disposal in accordance with department policies.

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

Maintain, monitor and submit purchase orders for office supplies.
**Specialized Duties Based on Area of Assignment:**

Perform general legal administrative duties; maintain legal records system; prepare and process criminal complaints and other legal forms.

Interview and screen applicants for marriage documents; generate marriage licenses and certificates; review and complete consent forms for minors; research marriage affidavits.

Receive payments for fees, charges, licenses, and judgments and prepare receipts; make change; reconcile correct amount; prepare balance statements and bank deposits; receive and account for settlements made by all other branches of County government.

Monitor expenditures and account balances; perform account transfers.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned)*

**Knowledge of:**
Departmental policies, procedures, organization and functions.

Terminology, acronyms, laws, rules and regulations pertinent to assigned department.

Management information systems and software specific to assigned responsibilities.

**Ability to:**
Interpret and apply pertinent laws, codes and regulations related to functional area.

Understand the organization and operation of the County and outside agencies as necessary to assume assigned responsibilities.

Operate office and any other equipment unique to assigned department.

**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.)*

**Knowledge of:**
Standard office procedures, practices and methods.

Chronological, alphabetical and numerical filing procedures.

Data entry and verification procedures.

General bookkeeping and record keeping.

Inventory control practices and procedures and storage methods.

Grammar, punctuation, spelling and proper English usage.

**Ability to:**
Accurately proofread documents for spelling, punctuation, completeness and accuracy of content.

Collect, verify and enter data; present information and data in report format.
Code, classify and enter data.

Answer telephones courteously and take accurate messages.

Maintain confidentiality of information.

File documents and retrieve information.

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. May be required to travel to different sites and locations. Some positions require holiday and shift work. Ability to work in a detention facility.

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