DEFINITION

Under general supervision, provides paraprofessional level administrative support to a department, division or specialized program.

DISTINGUISHING CHARACTERISTICS

This is the highest level in the Office Assistant Series. Positions at this level perform duties with limited instructions with respect to details of the assignment and have greater independence of direction and judgment.

EXPERIENCE AND TRAINING REQUIREMENTS (Any equivalent combination of experience and training likely to provide the required knowledge, skills, and abilities)

Three years of full time progressively responsible clerical experience that includes proficiency with several software applications or an equivalent combination of education and/or experience.

LICENSE OR CERTIFICATE

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

SUPERVISION EXERCISED

May provide technical and lead direction over support staff; provides training and on-going support to staff and program volunteers; recommends requirements for staffing, provides justifications, and assists in the interview and hiring process.

DEPARTMENT SPECIFIC REQUIREMENTS

Three years of full time progressively responsible clerical experience including one year working with purchasing activities.

Three years of full time progressively responsible clerical experience supporting and coordinating volunteer staff activities for a community services program; OR one year as a program leader/chairperson for a community services program.

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

Responds to public and staff inquiries and provides information or resolves problems which require explanation of County, departmental or program rules, policies, contracts, board actions, and ordinances; coordinates unit activities with other departmental sections/divisions, departments or outside agencies.

Performs clerical and secretarial support services to management, boards and committees; prepares and posts agendas; transcribes, records, and distributes minutes and records; maintains minute books and confidentiality of discussions; affixes County seal to approved documents.
Leads, plans and reviews the work of clerical support staff; provides training in work methods, techniques, use and operation of equipment, and participates in performance evaluations; evaluates and recommends improvements in workflow, procedures and use of equipment or forms.

Establishes and maintains general and technical record keeping systems; maintains and updates resource and reference materials; encodes, enters and retrieves information using specialized software; produces, verifies and distributes reports.

Recruits, selects, organizes, trains, and schedules volunteers; promotes programs within the community; presents topics related to sponsored programs; evaluates program progress and success; maintains all related documentation and records.

Encodes, processes, audits, and prepares purchase orders; coordinates with vendors and users and resolves problems; obtains and verifies pricing and other purchasing related information; participates in the bid award process; reconciles purchase orders, change orders and related paperwork to ensure proper billing and payment; maintains all related documentation and records.

Performs a variety of advanced general administrative and legal duties; prepares legal notices for publications, mail notices of hearings, and new ordinances; assists in reviewing, recording, indexing, and scanning map documents; researches, develops, recommends, and implements changes in office and departmental operating processes and procedures.

Maintains financial records; posts prepared data and verifies entry; prepares bank deposits; processes invoices; monitors account balances and performs account transfers.

Ensures that assigned personnel perform duties and responsibilities in a safe and prudent manner.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

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

**Knowledge of:**
Management information systems and software specific to assigned responsibilities and knowledge areas.

Legal principles, practices, and terminology as necessary to assigned responsibilities.

Pertinent departmental, County, state, and federal laws, statutes, codes, regulations, policies, procedures, terminology, and concepts.

**Ability to:**
Evaluate, develop, and implement changes in operating processes and procedures.

Develop and present written and oral presentations.

Effectively represent various County programs.

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

Operate office and unique departmental/division equipment, computer programs and software.

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

**Knowledge of:**
General bookkeeping practices, manual and automated filing systems, and record management practices.
English usage, spelling, vocabulary, grammar, and punctuation.

Computer software programs including spreadsheets, word-processing and database applications.

Purchasing procedures and policies.

Practices used in minute taking and preparation.

Basic mathematics including fractions, percentages, geometry, algebra, and statistics.

**Ability to:**
Proofread a variety of routine and non-routine documents for accuracy and completeness.

Collect, verify and enter data and process source documents appropriately.

Establish and maintain interpersonal and cooperative relationships.

Handle multiple tasks simultaneous, prioritize, and organize own workload.

Take shorthand or speedwriting at a minimum rate of 90 words per minute.

Type a minimum of 50 net words per minute with 95% accuracy.

Assimilate information and write consolidated and comprehensible summaries, reports and minutes.

Communicate effectively, both orally and in writing.

Interpret and comply with policies and procedures, laws, codes, and regulations.

Research and analyze issues, identify problems, and present alternative solutions.

Interact effectively with the all customers, internal and external.

Delegate and review work product and train support staff.

Maintain confidentiality for all forms of documentation.

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

Ability to sit, stand, walk, kneel, crouch, squat, twist, climb and lift 70 lbs; exposure to noise and the outdoors; ability to travel to different sites and location.

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

Approved [WERCCS Job Evaluation Committee] Date [March, 2001]