



**JULY 2012**  
**FLSA: NON-EXEMPT**

## **OFFICE ASSISTANT**

*This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.*

### **DEFINITION**

Under supervision, performs a variety of office support and clerical duties and activities of a general and specialized nature for an assigned office; types a variety of documents and correspondence; maintains a variety of files and records; receives and directs telephone calls and visitors; provides a variety of information to other agencies, District staff, and the general public; receives, routes, and distributes incoming and outgoing mail; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives supervision from assigned supervisory and/or managerial staff. Exercises no supervision over staff.

### **CLASS CHARACTERISTICS**

Incumbents with basic office support experience perform a variety of clerical and office support duties. Positions at this level are not expected to function with the same amount of program knowledge as expected at the Program Assistant level. Additionally, this level is distinguished from the Administrative Assistant level in that the latter provides general or specialized administrative support of assigned programs, division, or department that include budget monitoring, and assisting in department-related projects and programs; and relieves assigned staff of clearly defined and delegated administrative or technical detail.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS**

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- Assist other District staff, the general public, and outside groups and agencies by providing information related to specific program area of assignment; receive office and telephone callers including answering multi-line telephone system; respond to complaints and requests for information relating to assigned responsibilities; refer callers to appropriate District staff for further assistance as needed; distribute appropriate forms and materials; accept applications and payments.
- Verify and review materials, applications, records, and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, and reports; provide information and forms to the public; collect and process appropriate information.
- Maintain accurate and up-to-date files and records for assigned areas; monitor various logs, accounts, and files for current and accurate information; develop, organize, and maintain filing systems.

- Perform a variety of routine clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintain a variety of accounting records, logs, and files; provide assistance to department staff, vendors, and the general public in assigned areas.
- Type, word process, and proofread a variety of documents and forms including general correspondence, reports, and memoranda from rough draft or verbal instruction; disseminate information as appropriate.
- Operate a variety of office equipment including a typewriter, switchboard, copier, facsimile machine, adding machine, and computer; utilize various computer applications and software packages.
- Collect and assemble data and background materials for a variety of reports; compile, prepare, and enter data into a computer from various sources; verify data for accuracy and completeness; input corrections and updates.
- Process mail including receiving, sorting, and distributing external and internal incoming and outgoing mail for assigned area; deliver mail to different departments; log in special packages; post District mail utilizing appropriate equipment; run mail machine reports to monitor costs.
- Maintain and order supplies and materials for assigned office and programs; prepare purchase orders; receive invoices and check for accuracy; process payments.
- Maintain calendar of activities, meetings, and various events for assigned staff; coordinates activities with other District departments, the public, and outside agencies; coordinate and process staff travel arrangements.
- As assigned, arrange and attend committee and staff meeting; coordinate food and beverage service for various meetings as requested; participate in setting up conference rooms for meetings; configure tables, chairs, and audio visual equipment; take, transcribe, and assure proper distribution of minutes.
- As assigned, identify, prepare, scan and add documents to the Electronic Document Management System in accordance with established policies and procedures; provide input into the development and adoption of EDMS policies and procedures.
- Perform related duties as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Principles and procedures of record keeping and filing.
- Basic principles of business letter writing.
- Basic mathematical principles.
- Departmental practices and procedures and applicable District policies.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and staff.

### **Ability to:**

- Type and enter data at a speed necessary for successful job performance.
- Compile data and participate in the preparation of clear and concise reports.
- Set up and maintain a variety of files and records.
- Work under steady pressure with frequent interruptions and a high degree of customer and public contact by phone or in person.
- Exercise good judgment in maintaining information, records, and reports.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret and apply administrative and departmental policies and procedures.
- Compose routine correspondence and reports independently or from brief instructions.
- Perform responsible clerical support work with accuracy, speed, and minimal supervision.

- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Operate modern office equipment, including computer equipment and word-processing, database, spreadsheet, and graphics software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Employment Standards:**

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSD.

1. High school diploma or equivalent; AND
2. One year of increasingly responsible clerical support experience.

**Licenses and Certifications:**

- Possession of a valid California class C driver's license.

**Disaster Service Workers:**

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.