



Job Description for:
Office Assistant II

Classification: Same
Division: Administrative Services
Reports to: Administrative Services Manager
Supervises: None. May provide lead direction to temporary office assistants

Job Definition

The Office Assistant II position provides journey-level office and clerical support for CRESA's Administrative Services division. A key focus for this position is processing accounts payable, accounts receivable, timesheets and other payroll records. The Office Assistant II provides reception coverage for the front office and performs a broad variety of general office support work, and accomplishes special projects or tasks as assigned.

Typical duties involve receiving, checking, verifying, coding and routing documents; file and record maintenance and organization; serving as timekeeper and tracking employee attendance, accruals and leave banks; and answering and responding to citizen requests and questions. Considerable knowledge of office practices and procedures and of the general functions and operations of the organization's programs and projects is essential.

Distinguishing Characteristics

The incumbent in this position performs responsible and substantive office and clerical support work. While much of the work can be procedural or routine in nature, the work of this classification is distinguished from entry level work by requiring more independent judgment, volume and complexity in its accomplishment.

The Office Assistant II must understand and apply broad guidelines and policies in accomplishing day to day work. Results of work affect the accuracy, reliability or acceptability of processes or services. Work is reviewed in progress and upon completion for thoroughness, accuracy, timeliness, compliance and local policies and procedures and, when applicable, attitude and effectiveness in dealing with others. Guidelines are available in the form of policies, procedures, general instructions and performance standards and evaluations. Situations to which existing guidelines cannot be applied are typically referred to the supervisor. The employee at this level does not supervise other employees or perform lead functions except for special projects.

Essential Job Functions

Incumbent must be able to perform the essential functions of the job with or without reasonable accommodation.

- Processes requisitions, vouchers, and cost bills received through departmental business transactions. Places orders and form requisitions and validates payments received.
- Performs timekeeping functions for department – completes time records, computes time worked and posts to master timesheet; maintains leave status records and monitors and analyzes leave records.
- Processes ICMA retirement reports. Verifies deductions to employee accounts, including loan payment deductions. Verifies information given by employees on loan requests or changes.
- Copies Purchase Orders upon approval for inventory updating purposes. Maintains simple bookkeeping, financial and statistical records.
- Greets visitors and directs them to the proper person or section. Responds to routine inquiries by phone or person-to-person. Fulfills requests for publications or office supplies. Makes necessary travel arrangements and prepares travel vouchers for staff.

- Receives, receipts and calculates various payments, fees and fines. Makes proper distribution and manually records entries or codes incoming material for automated data entry or further clerical processing.
- Organizes and maintains office files and records. Retrieves information, files, documents and records as needed.
- Originates procedural correspondence such as letters of transmittal, routine notices, and responses to requests for information readily available by reference to office records.
- Receives and processes a variety of forms and applications. Computes or verifies data, fees or payments. Assists in the completion of forms or documents and researches governing directives to answer questions and resolve routine problems encountered.
- Provides information and explains departmental procedures in response to questions raised by the public served. Issues documents such as licenses, permits, registrations and receipts.
- Assists in specially assigned or periodic data searches to develop or recover information from standard and non-standard sources. Assists in the compliance and evaluation of such data to meet defined objectives.
- Operates standard office equipment, including personal computer, photocopier, fax machines, and similar. Codes, verifies and proofreads input data printouts.
- Orders, maintains and distributes stocks, supplies and inventories. Conducts related price surveys when required.
- Monitors reception during Emergency Coordination Center (ECC) activation. Checks ECC staff and visitors in and out.
- Represents the agency on various committees, including 401K committee.
- Performs related duties as required.

Qualifications

Knowledge of:

- General office procedures and practices; basic bookkeeping and/or cashiering methods and practices as required by the position.
- Standard formats, forms, terminology and clerical procedures used in performing the work of the department or division. English grammar, spelling, capitalization, punctuation and proofreading.
- Agency functions, policies, and procedures
- The employee must also possess the skill to operate standard office equipment such as computer terminals, printers, word processors, typewriters, adding machines, calculators, copiers, postage machines, recorders and transcribers.

Ability to:

- Communicate effectively both orally and in writing
- Learn assigned office and clerical support tasks and adhere to prescribed office routines
- Develop and maintain positive working relationships with employees, managers, user agency personnel, vendors, and members of the general public. Interact capably and professionally with all individuals.
- Maintain a courteous and positive attitude toward the public and fellow employees, even under stressful and unpleasant situations
- Sit or stand for long periods of time while performing routine and repetitive functions.
- Use initiative in carrying out recurring assignments independently without specific instructions
- Operate manual, electric or automatic typewriters, data processing equipment and other office equipment required by the position.
- Type or keyboard accurately at a speed of 50+ words per minute, if keyboarding is a core duty of the specific assignment
- Some assignments may require possession of a valid driver's license.

Experience and Education – Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job will be considered. A typical way to obtain the knowledge and abilities would be:

- Two years of general office work experience at a level equivalent to the work of the class;
- Successful completion of college-level training or education in office principles and practices for the minimum experience (45 credit hours for each year) may be substituted for the required experience on a month-for-month basis

Work Environment (Essential functions)

Work is performed primarily in an office setting. Incumbent works with personal computers, telephones, TTY machines and other general office equipment that require detailed dexterity. Work involves moderate keyboarding and manual dexterity, and also entails general reaching, stretching, and lifting of standard office supplies and materials, such as paper, binders, and files. Some walking, bending and carrying light items is required. In some positions the incumbent may be spending a major part of the work-day exchanging information over a counter. Such duty may entail prolonged periods of standing. Occasionally, incumbent experience highly stressful situations in the process of resolving problems on an immediate nature, i.e., facing irate citizens dissatisfied with information received, action taken or to be taken by a division or department, or denial of service for cause. Operating a motor vehicle may also be required.

Physical Demands typically involve, but are not limited to:

Hearing and Speaking:

- Hear, understand and respond to verbal information in person, by phone and by intercom, including difficult to understand callers
- Speak clearly and concisely in English
- Hear, understand and respond using multi-line telephone systems, TTY machines, intercoms and other communications equipment

Seeing and Reading:

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats
- See and use all related communications equipment including multi-line telephone systems, TTY machines, and computer monitors

Mental acuity and alertness:

- Understand, respond to, and apply information and instructions including policies, procedures, laws, and regulations
- Handle frequent interpersonal interactions and complaints with tact and diplomacy
- Manage and accomplish multiple priorities and diverse responsibilities with a high level of accuracy
- Think and apply judgment, discretion, and initiative in accomplishing work

Manual dexterity and typing:

- Moderately extensive use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in an office setting
- Performing frequent tasks requiring manual dexterity
- Write legibly

Physical dexterity:

- Sit for extended periods of time; stand or walk as necessary
- Stretch, reach, or lift objects or materials that may be up to 10 pounds in weight

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| Revised: | 09/2008 | Salary Code: | E3 |
| Reviewed: | 09/2008 | Salary Range: | 503 |
| FLSA Status: | Non-exempt | Union: | No |