

OFFICE ASSISTANT

MAJOR FUNCTION

The Office Assistant provides clerical and reception support for the administrative and program staff of the department. Performs a variety of clerical duties of a routine and recurring nature, including typing, filing, simple posting, and preparation of standard forms using a computer. Assignments typically involve maintenance of office clerical details as directed.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

Individuals assigned to this position will normally perform the routine and repetitive administrative support duties independently and according to well-known procedures and practices, but will perform more complex assignments under close and frequent supervision. Requires basic knowledge of modern administrative support practices.

- Performs as a receptionist. Greets and refers customers and visitors, pleasantly and courteously.
- Answers telephone system, makes referrals, takes messages, and directs incoming calls appropriately. Requires accurate, concise, and legible handwriting.
- Sorts and distributes mail, replenishes office supplies and files. Performs prompt and responsible forwarding of messages and routing of calls.
- From handwritten drafts or verbal instructions, types or otherwise prepares a variety of letters, memos, forms, and reports. Proofreads all work for accuracy and neatness.
- Duplicates, collates, and prepares for mailing a variety of documentation, e.g., agency reports, lists, correspondence, grants.
- Maintains agency copy machine.
- Provides information within scope of knowledge or refers customers to appropriate individuals.
- Responds to telephone inquiries from the public and other departments when information requested is specifically provided and known, such as from published records, specific deliveries and procedures, and calendar of events, or within established department guidelines.
- Uses office machines such as typewriter, adding machine, cash register, mail room equipment, photocopier, and other standard office equipment.
- Maintains a pleasant cooperative attitude with co-workers. Maintain professional

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appearance, grooming and dress consistent with department image.

- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

SECONDARY FUNCTIONS

- As assigned, completes regularly recurring reports, standard form letters, and memos; maintains recurring accumulative records.
- May be assigned to a specific function of a regular and recurring nature, such as processing mail and/or performing messenger duties.
- Depending on area of assignment, may require valid driver license.

CUSTOMER SERVICE

This is a front line position for providing excellent customer service. Personal contact with other employees of the unit, other departments within the County, citizens, and customers of the department. Service is provided in person or by phone contact.

SUPERVISION

This position does not have any supervisory responsibilities.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience.

High School education or GED. Three months related experience or training or an equivalent combination of education and experience.

Licenses.

Valid Florida Driver License.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skills, and ability required.

Language Skills

- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.

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- Ability to effectively present information in one-on-one and may present information in small group situations to customers and clients.

Mathematical Skills

- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.
- Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Problem Solving Ability

- Ability to apply common sense understanding to carry out simple one-or two step instructions.
- Ability to deal with standardized situations with only occasional or no variables.
- Applies easily understood policies, methods, and guidelines to own work.

Specialized Skills and Abilities

- Ability to operate standard office machines.
- Knowledge of efficient office procedures.
- Ability to answer telephones and greet the public in a friendly and courteous manner.
- Ability to work efficiently and accurately in an atmosphere of frequent interruptions.
- Ability to listen and comprehend oral communications.
- Ability to speak in a clear and understandable manner.
- Ability to take accurate, concise and legible notes/messages.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment in the completion of the tasks of the position.

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PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to use hands to finger, handle, or feel, reach with hands and arms and lift up to twenty-five pounds; will regularly be required to stand, walk and sit; and will frequently be required to talk and hear. Special vision requirements are close vision and the ability to adjust focus to bring an object into sharp focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in a typical indoors office environment. The noise level for this environment will be moderate.

Established: 10/99	Category: 6
Pay Grade: 1	Status: NE
Job Description Number: 6118	Revised: 2/2004