

STAFF ASSISTANT II

MAJOR FUNCTION

The Assistant II provides administrative, clerical, secretarial and reception support for the administrative and program staff of the department. Performs a variety of duties of a routine to moderately complex nature. Assignments typically involve maintenance of administrative support details as directed. Performs secretarial work for a key division within a department. Employees perform essential functions as outlined herein according the department, division, or functional assignment area.

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.

- Takes and transcribes notes, prepares draft of notes on word processor, and after editing and proofing by Department Manager; finalizes same.
- Assists in the management of office including files, personnel records, purchase records and meeting schedules, often dealing personally with the matter.
- Types various department specific documentation, e.g., letters, statements, narrative and statistical reports, minutes, agendas, court orders, case files. Handles correspondence, at times, of a sensitive or confidential nature.
- Prepares correspondence and recurring reports for supervisor's signature.
- Arranges for meetings and conferences and may take notes.
- Maintains control files of matters in progress and follows up to ensure that actions are completed.
- Processes work orders or documents requiring office procedural knowledge. Coordinates some office functions with other county departments.
- Receives and screens office visitors and telephone calls. 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.
- 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 guidelines.

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- Maintains a pleasant cooperative attitude with co-workers. Maintain professional 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

- Performs additional assignments as directed.

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

Occasionally functions as a lead worker for a small group of employees (one to five) in the absence of a designated lead position. May review the work product of others. Provides guidance, advice, and assistance to others on work assignments.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience.

High School education or GED. Two years administrative support or secretarial related experience and training demonstrating general computer, office technologies, and customer service abilities; or an equivalent combination of education and experience.

Licenses.

Depending on area of assignment, may require valid driver license.

Certifications.

Depending on area of assignment, may require Notary Public.

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 interpret documents such as safety rules, operating and maintenance

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instructions, and procedure manuals.

- Ability to write routine reports and correspondence.
- Ability to respond to common inquiries or complaints from customers or members of the business community.
- Ability to speak effectively to groups of customers or employees of the department.

Mathematical Skills

- Ability to calculate figures and amounts such as discounts, interest, commissions, percentages and volume.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals.
- Ability to compute rate, and percent and ability to draw bar graphs.

Problem Solving Ability

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Can explain records, procedures to others as lead worker.
- Requires some judgment in selection of procedures or methods to accomplish tasks.

Specialized Skills and Abilities

- Ability to work efficiently and accurately in an atmosphere of frequent interruption.
- Ability to perform secretarial and clerical duties with speed and accuracy without immediate and constant supervision.
- Ability to learn, interpret, and apply local ordinances and resolutions.
- Strong working knowledge of computers and other office equipment.
- Strong organizational skills and ability to prioritize to meet established deadlines.
- Considerable knowledge of business English, spelling, and punctuation.
- Ability to supervise and train division clerical support staff.
- Ability to work independently and to carry out assignments to completion with minimum

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instructions, adhere to prescribed routines and practices, maintain records, and to make reports requiring accuracy.

- 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.

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: 5	Status: NE
Job Description Number: 6024	Revised: 2/2004