



SUMMARY

Under direction, leads, assigns oversees, reviews and participates in the work of staff providing clerical and administrative support to an assigned District department; performs the most complex work assigned to the series; provides information and assistance to the public and District staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management or supervisory staff. Exercises functional and technical direction over assigned administrative support staff.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey-level classification in the Office Assistant classification series responsible for performing the most complex duties assigned to the series. Incumbents regularly work on tasks that are varied and complex, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure efficient and effective service functioning of the assigned program area. Assignments are given with general guidelines, and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This classification is distinguished from the Office Assistant classification by assignment of more complex tasks requiring a greater level of technical and specialized knowledge and a higher degree of independent judgment, including serving in a lead capacity over lower-level staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

1. Plans, assigns, schedules and participates in the work of assigned staff providing clerical support duties to departments; reviews staff work for completeness, accuracy and quality.
2. Assumes responsibility for training staff in work methods; provides feedback to supervisor in assigned staff performance evaluations.
3. Interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; refers more complex issues to supervisor.
4. Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
5. Prepares, copies, collates, and distributes a variety of documents and informational packets; ensures proper filing of copies in departmental or central files.
6. Compiles information and data for administrative, statistical, and financial reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
7. Maintains and updates departmental record and tracking systems; enters and updates information with departmental activity, inventory files, and report summaries; retrieves information from computer application systems.
8. Gathers, assembles, updates, and distributes a variety of department or District specific information, forms, records, and data.
9. Maintains accurate and detailed records; verifies accuracy of information; researches discrepancies; and records information.
10. Monitors and orders office and other related supplies; assists in preparing, processing, and tracking purchase requisitions for services and materials.
11. Screens calls, visitors, and incoming mail; assists the public at the front counter and directs the public to appropriate locations and/or staff; responds to requests for information, including providing information about services, classes, and events offered by the District; accepts registration forms from customers and enters information into the appropriate computer application.
12. Composes, types, formats, and proofreads a variety of routine reports, letters, documents, flyers, brochures, calendars, and memoranda; checks drafts for punctuation, spelling, and grammar; suggests corrections.



13. Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
14. Performs cashiering duties; processes payments and issues receipts.
15. Operates a variety of standard office equipment including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, and multi-line telephones; may operate other department-specific equipment.
16. Assists with District special events as needed.
17. Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

- High School Diploma or GED;

AND

- Two years of relevant experience.

OR

- Any combination of training, education, and experience that would provide the required knowledge, skills, and abilities.

Knowledge of:

- Principles and practices of leadership, positive reinforcement, and team dynamics.
- Departmental practices and procedures and applicable District policies at a level sufficient to lead and direct the work of others.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Basic accounting methods, procedures, and terminology.
- Recordkeeping principles and procedures and cash handling.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Plan, schedule, assign, train, and oversee the work of assigned staff; ensure work is complete and of high quality.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply administrative and departmental policies and procedures.
- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Make accurate arithmetic computations.
- Independently perform complex clerical support and customer service work with accuracy and speed.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- File materials alphabetically, chronologically, and numerically.
- Schedule and coordinate projects; set priorities; adapt to changing priorities; meet critical time deadlines.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, recordkeeping, database and tracking systems.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use tact, initiative, prudence, and independent judgment within general policy guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.



Licenses and Certifications:

- At time of appointment, California Driver's License with a satisfactory driving record maintained throughout employment.

PHYSICAL DEMANDS

Must possess: mobility to work in a standard office setting and use standard office equipment, including a computer, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity needed to access, enter, and retrieve data using a computer keyboard, calculator, and to operate standard office equipment. Occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Ability to lift, carry, push, and pull materials and objects up to 40 pounds or heavier weights with assistance and/or the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents typically work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents will interact with individuals in interpreting and enforcing rules, policies, and procedures.

WORKING CONDITIONS

Incumbents may be assigned an irregular work schedule, including weekends, early mornings, evenings, and holidays.

PRE-EMPLOYMENT CONDITIONS

- Department of Justice fingerprint clearance.
- TB Test

CLASSIFICATION DETAILS/HISTORY

Job Code: PT850

FLSA Status: Non-Exempt

Supersedes: Office Assistant II dated 3/14/07