

CITY OF HERCULES

OFFICE ASSISTANT I/II

\$11,178.32 - \$14,266.90 Hourly (I) / \$13,038.32 - \$16,640.80 Hourly (II)
\$22,088.32 - \$28,191.36 Annually (I) / \$25,763.68 - \$32,882.20 Annually (II)

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under general supervision, provides a variety of routine to difficult clerical support to various City offices which may include receptionist duties, typing, word processing, record-keeping and filing; performs related work as assigned.

CLASS CHARACTERISTICS

Office Assistant I- is the entry-level class of this office support series. Initially under close supervision, incumbents learn office and City procedures. As experience is gained, there is greater independence of action within established guidelines. This class is alternately staffed with Office Assistant II and incumbents may advance to the higher level after successfully completing a one-year probationary period and gaining the experience and demonstrating proficiency, which meets the qualifications of the higher-level class.

Office Assistant II-Is the journey level class of this series, fully competent to independently perform a variety of office support duties. All positions are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. Specific duties, including the amount of typing, word processing, and use of online or personal computers will vary with the organizational unit to which assigned.

ESSENTIAL FUNCTIONS

- Types correspondence, reports, forms and specialized documents related to the functions of the organizational unit to which assigned from drafts, notes, dictated tapes, or brief instructions, using a typewriter or word processor; operates standard office equipment.
- Proofreads and checks typed and other materials for accuracy; completeness, compliance with departmental policies, and correct English usage, including grammar, punctuation, and spelling.
- Enters, edits and retrieves data and prepares reports from an on-line or personal computer system, following established formats.
- Prepares and updates a variety of reports, which may require the use of arithmetic calculations.
- Maintains records and processes forms, such as payroll records, and other records specific to the unit assigned, purchase requisitions and orders, and others specific to the organizational unit.
- Establishes and maintains office files; researches and compiles information from such files.
- Acts as receptionist and receives and screens visitors and telephone calls and takes messages; provides factual information regarding City or unit activities and functions.
- Provides relief in the absence of other clerical support staff.

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- Reviews computer-produced reports for accuracy and makes corrections as required.
- Performs such office support activities as opening and distributing mail, processing outgoing mail and ordering office supplies.

QUALIFICATIONS

NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

- Office practices and procedures, including filing and operation of standard office equipment
- Correct English usage, including spelling, grammar and punctuation
- Business letter writing and the standard format for typed materials
- Policies and procedures related to the department to which assigned
- Basic business data processing principles and the use of word processing or personal computing equipment
- Basic record keeping principles and practices

Skill in:

- Performing detailed clerical work accurately
- Organizing and maintaining office files
- Composing routine correspondence from brief instructions
- Maintaining accurate records and files
- Making accurate arithmetic calculations
- Using initiative and sound independent judgment within established guidelines
- Operating standard office equipment, including a word processor and centralized telephone equipment
- Prioritizing work and coordinating several activities
- Establishing and maintaining effective working relationships with those contacted in the course of work
- Understanding and carrying out oral and written directions
- Typing accurately at a rate of 40 net words per minute from printed copy

Other Requirements:

Specified positions may require possession of a valid California driver's license. Specified positions may require evening and weekend work.

A typical way of gaining the knowledge and skills outlined above is:

Office Assistant I: Equivalent to graduation from high school.

Office Assistant II: In addition to the above, one year of general clerical or office assistant experience.

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WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; performing data entry and other computer functions.

Note: Accommodations may be made for some of the essential functions / requirements listed for qualified individuals who require and request such accommodation, due to a qualified disability.

Employee's Signature

Date

Supervisor's signature

Date

Printed name of employee: _____

Printed name of supervisor: _____