



## Office Assistant I/II

Class Code:  
213,214

### DEFINITION

Under supervision from the Office Supervisor or a designated management representative, performs varied and responsible clerical and office support duties to support District functions, types and proofreads a variety of correspondence, reports, forms and specialized documents from drafts, notes and/or brief instructions; maintains a variety of technical and office records and files; provides and receives factual information from the public; may direct the work of part-time or temporary assistants on specific projects; and performs related work as assigned or required.

### DISTINGUISHING CHARACTERISTICS

*All positions allocated to these classifications are characterized by the availability of supervision in non-routine circumstances. Specific duties vary by the organizational unit to which assigned.*

**Office Assistant I** is the entry level class in the Office Assistant series. Under close to general supervision within a framework of established policies and procedures, incumbents initially perform basic clerical duties while learning departmental and District procedures. As experience and proficiency are gained, assignments become more varied and complex and the level of independent action increases within established guidelines. Assignments are given in specific terms and are subject to frequent review while in progress and upon completion, except where tasks are well defined by established standards, policies and procedures. There is limited latitude for independent judgment.

This class is distinguished from the journey-level Office Assistant II classification by the routine nature and limited complexity of work assignments and the level of supervision received. The Office Assistant I and II classifications are flexibly staffed. Incumbents in this classification normally advance to an Office Assistant II after two (2) years at entry level and demonstrated proficiency in the job requirements of the journey level classification.

**Office Assistant II** is the journey level class in the Office Assistant series. Under general supervision within a framework of established policies and procedures, incumbents are fully competent to perform a variety of office support duties, which often involve technical concepts and department-specific terminology. Assignments are given in general terms and are subject to periodic review while in progress and upon completion. There is some latitude for independent judgment and action in well-defined areas of work.

This class is distinguished from the entry-level Office Assistant I by the increased complexity of work assignments and level of independence with which assignments are performed. This class is further distinguished from the advanced working level Office Assistant III classification which independently works in coordination with professional staff requiring detailed knowledge of technical work processes and terminology.

## **TYPICAL DUTIES**

### **TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:**

- Prepares correspondence, reports, forms, construction specifications, agreements, and/or specialized documents from drafts, notes, or brief instructions, using standard office equipment such as a personal computer and word-processing, spreadsheet and database software applications.
- Proofreads documents for accuracy, completeness, format, compliance with departmental policies and correct English usage including grammar, punctuation and spelling; returns document to originator if content or major format revisions are required.
- Places orders online, receives goods and supplies, submits invoices for approval and releases invoices for payment in the financial system.
- Uses a personal computer to enter and retrieve data using standard office applications such as MS Word, Excel, Access or specialized applications depending on assigned organizational unit.
- Maintains a variety of technical and office files in alphabetical, numerical or coded format; scans and validates electronic files in document libraries; assists with purging records and files.
- Prepares and updates a variety of reports, which may require research from several sources and use of arithmetic calculations.
- Maintains a variety of records, and processes various forms such as personnel forms, purchase requisitions, and other forms specific to assigned organizational unit.
- . Requests pricing from vendors and assists agency staff with the use of the District's financial system.
- Provides and requests factual information regarding District activities and functions; may assist customers and other members of the public in person.
- Operates standard office equipment and may provide relief for other District office support staff.
- May direct the work of part-time or temporary workers on specific projects.
- Performs other related work as required.

## **REQUIREMENTS**

*Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be the equivalent of:*

**Education and Experience:**

Possession of a high school diploma or its equivalent; and

**Office Assistant I:** One (1) year of general office support work which included training or experience using a personal computer and standard word processing, spreadsheet, and database software applications.

**Office Assistant II:** Two (2) years of general clerical or office assistant experience equivalent to an Office Assistant I with the District.

**Knowledge, Skills and Abilities:**

**Knowledge of:** standard office practices and procedures, including filing and record keeping principles and procedures; operation of a personal computer and other standard office equipment; proper written and spoken English, including spelling, punctuation and grammar.

**Skill and ability to:** rapidly learn the specific procedures and technical terminology of the organizational unit to which assigned; understand and carry out oral and written directions; maintain accurate records and files; make accurate arithmetic calculations; perform detailed clerical work with accuracy; type accurately at a rate of 45 words per minute from printed copy; learn to operate a computer, copy machine and other standard office equipment; establish and maintain effective working relationships with those contacted in the course of the work; and perform the essential duties of the job without causing harm to self or others.

**Office Assistant II:** *(In addition to the above)*

**Knowledge of:** principles and practices of business letter writing and standard formats for typed materials; policies and procedures related to the department to which assigned; business data processing principles, and standard to advanced uses of word processing software applications.

**Skill and Ability to:** organize and maintain varied and complex files; compose routine correspondence from brief instructions; work independently and exercise sound judgment within established guidelines; effectively operate a personal computer, calculator, two-way radio and other standard office equipment; proficiently utilize word processing spreadsheet, database, and file management software applications; learn to proficiently utilize specialized software applications to support the work of the assigned organizational unit; organize and prioritize work activities and meet established deadlines; communicate tactfully and effectively with customers and the public.

**Additional Requirements:**

- Must possess a valid California driver's license and have a satisfactory driving record.

**Working Conditions/Physical Requirements:**

The essential functions of these classifications are performed in a controlled-temperature office and require the ability to: sit for extended periods of time in front of a computer screen; use finger dexterity and hand strength to perform simple grasping and fine manipulation; use a telephone, computer keyboard and other office equipment on a daily basis; speak and hear in person and on the phone; see sufficiently to perform assignments; intermittently twist to reach equipment or supplies surrounding desk; and lift and/or carry items weighing up to 20 pounds.

Revised: 06/15

Approved:   
Human Resources/Risk Manager

