

## OFFICE ASSISTANT

*This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.*

### **DEFINITION**

Under direct supervision, performs a variety of office support and clerical duties and activities of a general and specialized nature for an assigned office; types a variety of documents and correspondence; maintains a variety of files and records; receives and directs telephone calls and visitors; provides a variety of information to other agencies, OC San staff, and the general public; receives, routes, and distributes incoming and outgoing mail; and performs duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from assigned supervisory and/or managerial staff. Exercises no direct supervision of staff.

### **CLASS CHARACTERISTICS**

This classification is the first of four levels within the administrative support job series. Incumbents with basic office support experience perform a variety of clerical and office support duties. As experience is gained, assignments become more varied and are performed with greater independence. Positions at this level exercise less independent judgment and initiative in matters related to work procedures and methods. Work is supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. This class is distinguished from the Program Assistant classification in that the latter are expected to possess knowledge of departmental and OC San activities and perform various research and reporting functions for programs in providing day-to-day administrative and coordinative duties.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.*

- Assists other OC San staff, the general public, and outside groups and agencies by providing information related to specific area(s) of assignment; receives visitors and callers and responds to complaints and requests for information relating to assigned responsibilities or refers to appropriate OC San staff for further assistance as needed; distributes appropriate forms and materials; accepts and processes applications and payments.
- Receives, processes, records, tracks, and routes correspondence, reports, applications, contracts and agreements, plans and specifications, and related information and documents to appropriate staff.
- Organizes, archives, scans, copies, maintains, and retrieves records, documents, reports, and files; maintains accurate and detailed databases, verifies accuracy of information, researches discrepancies, and records information; develops, organizes, and maintains filing systems; audits files and ensures compliance with established records retention schedules.

- Collects and assembles data and background information for the completion of forms or preparation of reports; verifies and reviews materials, applications, records, and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports.
- Performs various clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area such as processing, reconciling, and verifying payments, preparing deposits, and processing purchase orders, invoices, check requests, and reimbursements; provides assistance to department staff, vendors, and the general public in assigned areas.
- Drafts, formats, and proofreads a variety of documents and forms; reviews for punctuation, spelling, and grammar and suggests corrections; copies, collates, and distributes documents.
- Receives and transmits service requests to and from mobile work crews in the field for routine and emergency maintenance services.
- Processes mail including receiving, sorting, and distributing external and internal incoming and outgoing mail for assigned area; delivers mail to different departments; logs special packages; posts OC San mail utilizing appropriate equipment; runs mail machine reports to monitor costs.
- Maintains and orders supplies and materials for assigned office and programs.
- Maintains calendar of activities, meetings, and various events for assigned staff; coordinates activities with other OC San departments, the public, and outside agencies; coordinates and processes staff travel and training arrangements.
- As assigned, arranges and attends committee and staff meetings; coordinates food and beverage service for various meetings as requested; participates in setup of conference rooms for meetings; configures tables, chairs, and audio-visual equipment; takes, transcribes, and assures proper distribution of minutes.
- Ensures safety and health procedures and precautions are adhered to, corrects unsafe work conditions/practices, and/or reports unsafe work conditions/practices to assigned supervisory or managerial staff.
- Performs duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Modern office practices, methods, and procedures.
- Principles and procedures of record keeping and filing.
- Basic principles of business letter writing.
- Basic business mathematics.
- Methods for preparing and processing various records, reports, forms, and other documents.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Current equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**

- Learn the operations, services, policies, procedures, and processes of the department to which the position is assigned.
- Perform detailed clerical and office support work accurately.
- Prepare and type a variety of documents, reports, forms, and correspondence.
- Compile data and participate in the preparation of clear and concise reports.
- Organize, maintain, and update department files, databases, and records systems.
- Learn, understand, interpret, apply, and ensure compliance with all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.

- Perform basic arithmetic computations accurately.
- Work under steady pressure with frequent interruptions and a high degree of customer and public contact by phone or in person.
- Exercise good judgment in maintaining information, records, and reports.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Comply with safe work practices and procedures in the workplace.
- Provide a high level of customer service by effectively dealing with the public, vendors, contractors, and OC San staff.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Employment Standards:**

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OC San.

1. High school diploma or G.E.D.
2. One (1) year of clerical support work experience.

**Licenses and/or Certifications:**

None

**Disaster Service Workers:**

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

**PHYSICAL DEMANDS**

- Mobility to work in a standard office setting and use standard office equipment, including a computer; this is primarily a sedentary office classification although standing in work areas and walking between work areas may be required; 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 35 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

**ENVIRONMENTAL ELEMENTS**

- Office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **OTHER REQUIREMENTS**

- Probationary Period: All OC San employees, except classifications considered “at-will”, are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, policies, and/or resolutions. Employees who have not yet successfully completed their initial probationary period serve “at-will” and may be released from employment without cause or recourse to any appeal or grievance procedures.
- Pre-Employment: All employment offers are contingent upon successful completion of OC San’s pre-employment process, which includes a background investigation, a physical examination, and a drug screen.
- Work Location Assignment: Employees will be assigned to a work location based on business needs which may be located at any/all of OC San locations; this work location may be changed at any time.