

SENIOR OFFICE ASSISTANT**DEFINITION:**

Under general supervision, performs general clerical, office technical and/or secretarial tasks of average difficulty and complexity in a wide variety of office settings throughout the County; and does related or other work as required in accordance with Rule 3, Section 3, of the Civil Service Rules.

CLASS CHARACTERISTICS:

This is the second working-level class in the Office Assistant series. Incumbents are expected to apply a moderate amount of initiative and independent judgment to perform a varied range of duties within standardized and well-established policies. For the most part, only highly unusual situations are referred to a supervisor or more skilled co-worker for advice and direction, though a supervisor typically reviews completed work. Depending upon the assignment, incumbents may be required to develop a moderate understanding of technical subject matter and perform duties that are unique to the work area. This class is typically multi-allocated with the class of Office Assistant, and incumbents in that lower class can usually promote to this level when they meet the minimum qualifications and Civil Service requirements, and when they have demonstrated satisfactory performance.

TYPICAL DUTIES:

1. Prepares a wide range of reports and documents from written material or machine transcription using a typewriter, word processor or other office equipment; formats documents, charts, reports and forms using techniques that may require the use of office automation equipment; edits for punctuation and spelling; proofreads for accuracy and consistency; may independently compose and prepare reports, letters and/or memoranda.
2. Performs general secretarial work; receives and screens visitors, callers and mail, and directs to appropriate individual or office; takes and transmits messages; makes appointments; greets and assists customers in person, on the phone, on the computer or through other means of communication.
3. Provides and gathers general information to/from a variety of sources; asks/answers questions and completes forms; identifies customer needs; searches for, receives and explains information regarding rules, regulations, policies, procedures and technical office operations; may issue certificates, permits, licenses and other documents; provides customer service in a calm, helpful and effective manner.
4. Processes and maintains information related to departmental operations, including information of a moderately technical, specialized or sensitive nature; codes, files and retrieves documents and records using standard alphabetical, numerical, coded and computerized filing systems.
5. Researches, compiles, maintains and processes general statistical, financial and/or numerical data related to departmental personnel, payroll, purchasing,

inventory, budget and/or other functions; verifies and makes entries and notations; reviews material for completeness and accuracy; performs basic computations and calculations; may compute, collect and receipt monies and fees; may maintain basic ledgers and accounts; may process accounts receivable, perform billing operations, and/or make deposits; may develop and maintain spreadsheets and databases, either by hand or computer.

6. May operate a multi-line telephone switchboard; may dispatch vehicles.
7. May train or review the work of others; may provide lead or technical assistance as part of a training program.

MINIMUM QUALIFICATIONS:

(Special Note: For positions reclassified to this class as part of Classification Studies #01-18 and #02-08, the incumbents occupying those positions on the effective date that the study is implemented by the Board of Supervisors shall be deemed to meet the minimum qualifications for the class.)

Either I

Experience: One year performing work at a level equal to or higher than Office Assistant in San Joaquin County service.

Or II

Experience: Two years of general clerical, secretarial and/or office technical work.

Substitutions: a) One year of business training in an approved vocational training program may substitute for one year of the above-required experience; or b) Completion of 30 semester/45 quarter credit units at an accredited college or university may substitute for one year of the above-required experience.

And

Certificates: 1) Possession of a valid typing/keyboarding or other acceptable certification of ability to input data at the rate of 45 words per minute, if required by the nature of the assignment; and/or 2) possession of an acceptable proficiency certificate in one or more computer software programs, if required by the nature of the assignment.

Special Requirement: Most positions require the ability to use computers and/or word processing equipment. If required by the nature of the position, demonstrated general or software-specific computer proficiency may be required prior to appointment.

Knowledge of: Standard office practices and procedures; personal computer systems and general office computer software; fundamental public relations techniques; filing and record keeping systems; language mechanics; correspondence and report formats; arithmetical operations related to clerical processes; cash handling procedures.

Ability to: Utilize a variety of office procedures and equipment; follow oral and written directions; establish and maintain effective working relationships with others; communicate effectively with others; write clearly and legibly; perform basic arithmetical operations; match names and numbers.

Physical/Mental Requirements: Mobility—frequent operation of a data entry device, repetitive motion, sitting for long periods, walking; occasional standing, pushing, pulling, bending, squatting, climbing; Lifting—frequently 5 pounds or less; occasionally 5 to 30 pounds; Visual—constant good overall vision and reading/close-up work; frequent color perception and use of eye/hand coordination; occasional use of depth perception and peripheral vision; Hearing/Talking—frequent hearing of normal speech, hearing/talking on the telephone, talking in person; Emotional/Psychological—frequent decision making, concentration, and public contact; Special Requirements--some assignments may require working weekends, nights, and/or occasional overtime; Environmental—occasional exposure to varied weather conditions.

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