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OFFICE ASSISTANT II (IMS)

DEFINITION

Performs a variety of general or specialized clerical duties related to filing, reception, form processing, record maintenance, mail, typing or data entry; obtains and compares information related to department records, programs, and services; may perform the initial applicant screening as an incidental function and initiate cases through the department's automated system; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Working under general supervision, Office Assistant II is the journey level in the Office Assistant series. Employees at this level are expected to be fully qualified and able to perform difficult and responsible office support work within the framework of established work methods and procedures and to use independent judgment in selecting and applying specific references, procedures, sequences, and alternatives to different work situations, referring non-procedural questions to the supervisor. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Office Assistant I, or if filled from the outside, require prior related experience.

The Office Assistant II differs from the Office Assistant III by the level of supervision received, the scope and effect of functions performed, the degree of independence exercised, and the complexity of work assigned. The Office Assistant III may also be assigned lead worker duties, or screening duties on a consistent rather than incidental basis. The Office Assistant series differs from the Account Clerk series in that the primary duties of the Account Clerk involve the application of mathematical skill and ability in the use of financial, numerical and statistical data and information. The Office Assistant class performs a wide variety of general office support duties in which the use of mathematical ability is incidental to the primary function and most frequently performed duties.

REPORTS TO

Higher level management or supervisory staff.

CLASSIFICATIONS SUPERVISED

This classification does not exercise supervision over staff.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Addresses complaints and explains regulations to customers or the public.
- Responds to inquiries regarding departmental functions, services, policies, and procedures.
- Obtains information from customers, visitors, or callers to determine appropriate resource, action, document, or staff referral to meet their needs.
- Explains the proper use of forms and documents.
- Prepares items for mailing and sorts and distributes incoming mail according to established guidelines and procedures.
- Operates multiline telephone system including answering calls, transferring calls, and taking messages.
- Schedules customer appointments and maintains schedules for technical or professional staff.
- Composes correspondence, reports, memos, and other documents.
- Reviews and processes forms/documents in accordance with established guidelines and procedures.
- Monitors and updates manual or electronic files.
- Operates a variety of standard office equipment.
- Compiles information to respond to questions or address issues.
- Reviews submitted forms or applications to verify accuracy and completeness.
- Operates automated systems, or other department-specific computer systems.
- Maintains accurate department and customer records.
- Performs initial screening of applications for departmental services.
- Performs related duties as assigned.

ESSENTIAL QUALIFICATIONS

(Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.)

Knowledge of:

- General office functions, procedures, equipment, and filing systems.
- General goals and purposes of department programs, services, and operations.
- English grammar, spelling, and punctuation.
- Word processing, spreadsheet, database, email, calendaring programs, and automated systems.

Ability to:

- Explain policies, procedures, and regulations governing program operations.
- Analyze situations involving rules and regulations and demonstrate good judgment when making decisions.

- Quickly and accurately enter and retrieve data using an automated system.
- Communicate effectively orally and in writing.
- Interact with individuals from various educational, socioeconomic, and ethnic backgrounds.
- Work cooperatively as part of a team.
- Identify and correct inaccurate or inconsistent information.
- Listen attentively and understand oral information provided.
- Prioritize, plan, and organize one's own work.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and fax machine.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; continuous contact with staff and the public.

TRAINING AND EXPERIENCE

Experience

One (1) year of full-time experience performing clerical duties in an office environment.

SPECIAL REQUIREMENTS

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.