



FLSA: COVERED
EEO: 6
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OFFICE ASSISTANT III (IMS)

DEFINITION

Under limited supervision, the Office Assistant III performs highly responsible, specialized, and technical office support activities; explains rules, policies, and operations related to department records, programs, and services; may serve as a lead-worker and provide training and work assignments to a group of office support staff; may conduct initial application screening interview and initiate cases through automated systems; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

The Office Assistant III is the advanced journey level in the Office Assistant series. Incumbents either act as lead-worker to a group of office support staff, perform applicant screening in addition to other primary responsibilities, or exercise a detailed subject matter knowledge of a specific and complex program area or specialized record keeping system.

The Office Assistant III differs from the Screener in Social Services in that the Screener classification is assigned the screening function as a primary responsibility, while the Office Assistant III may have primary responsibility for other advanced clerical functions, and screening duties represent a less significant portion of the overall responsibilities of the position.

REPORTS TO

Higher level management or supervisory staff.

CLASSIFICATIONS SUPERVISED

This classification may exercise technical or functional supervision over lower level clerical staff.

EXAMPLES OF DUTIES

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

- Provides interpretation and guidance to new employees, lower level clerical staff, and coworkers on new or revised policies and procedures.
- Coordinates, distributes, and reprioritizes work tasks to adjust to changing demands.

- Monitors the quality and timeliness of work.
- Assists others with complex or non-routine matters.
- Provides supervisor with feedback on employees and process improvements.
- 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.
- Operates a variety of standard office equipment.
- 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.
- 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.
- Performs related duties as assigned.

ESSENTIAL QUALIFICATIONS

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.
- Standard formats and vocabulary used in business correspondence.
- Basic supervisory and training and development principles and practices.
- State, County, or Department computer systems.
- Word processing, spreadsheet, database, email, calendaring programs, and automated systems.

Ability to:

- Explain policies, procedures, and regulations governing program operations.
- Analyze situations involving complex rules and regulations and demonstrate good judgment when resolving differences.
- Provide effective verbal and written instruction to others.
- Prioritize, plan, and organize one's own work.
- Conduct interviews and record information simultaneously.
- Quickly and accurately enter and retrieve data using an automated data system.
- Identify and correct inaccurate or inconsistent information.
- Interact with individuals from various educational, socioeconomic, and ethnic backgrounds.

- Provide direction to and train subordinate staff.
- Work cooperatively as part of a team.
- Listen attentively and understand oral information provided.
- Maintain flexibility in daily activities and decision making.

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

Two (2) years of full-time experience performing clerical duties in an office environment, including one (1) year at the journey level.

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.