

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: OFFICE ASSISTANT (FULL-TIME/PART-TIME)

DATE: 7/1/2022 JOB CODE: 21830/91830
FLSA STATUS: NON-EXEMPT UNIT REPRESENTATION: GENERAL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under supervision, perform entry/journey level varied routine administrative, financial, and/or customer service support functions of limited complexity in accordance with established procedures or instructions; perform related work as required.

DISTINGUISHING CHARACTERISTICS

This class is the entry/journey level in the office support series. Duties are typically of a routine and repetitive nature and supervision is readily available. Supervision is received from an Administrative Coordinator or Section Head. Direction may be received from an Administrative Assistant. This class is distinguished from the Senior Office Assistant level in that the latter performs more complex work and may handle multiple support functions independently.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Provide courteous and expeditious customer service to the general public and City and Department staff;
- Routinely adhere to and maintain a positive attitude toward City and Department goals;
- Perform varied, routine, and occasionally moderately complex administrative, financial, and/or customer service support as directed; may provide support to professional/management personnel;
- Serve as receptionist to the public; meet and greet customers; take and respond to calls, screen calls, take messages, schedule appointments, answer questions, make referrals requiring a basic understanding of policies and procedures of the work unit;
- Impart basic information about programs and procedures and respond to routine customer inquiries, providing resolutions or referring the problem to a supervisor;

- Prepare, and process various administrative and financial documents and transactions for completion, accuracy, and conformance with established policies, regulations, and procedures;
- Compile and tabulate data for regular and ad hoc reports; code and post data to logs and records; make routine mathematical calculations;
- Maintain daily equipment, time, material records, and overtime sheets;
- Process financial transactions including invoices and bills; monitor, order, and stock office supplies for work unit;
- Prepare correspondence, reports, forms, lists, schedules, and related documents from rough draft or from oral or written direction; proofread materials for accuracy; copy, collate, staple and otherwise bind a variety of materials; assemble and prepare materials for mailing;
- Maintain files and various manual and electronic record keeping systems; manually and/or electronically sort and file documents, maps, and records according to pre-determined classifications; perform data entry into electronic systems; ensure accuracy of records and files; retrieve materials from established systems;
- Receive, open, date stamp, and distribute mail;
- Arrange and schedule meetings, conferences, workshops, and handle logistics;
- Operate a variety of office equipment, including computers and related software, calculator, facsimile, photocopier, scanner, and related specialized office equipment of the assigned unit.

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Modern office practices, procedures, equipment, and organization;
- Office record keeping and computer systems;
- Business accounting and bookkeeping; basic business math;
- Correct English usage, grammar, spelling, and punctuation;
- Preparation of business correspondence;
- Standard office techniques involving classifying, indexing, processing, retrieving and controlling a large volume of records;
- Receptionist and telephone techniques;
- Word processing techniques at a basic level.

Ability to:

- Perform general office/administrative work involving the use of a computer;

- Receive and provide information over the telephone in a courteous manner;
- Write legibly;
- Accomplish general office work of average difficulty within established procedures and with accuracy and speed;
- Understand pertinent procedures and functions quickly and apply them without immediate supervision;
- Communicate effectively both orally and in writing;
- Understand and carry out a variety of routine and limited complex assignments under direct supervision from oral and written instructions;
- Prepare accurate financial and statistical documents, reports, correspondence and other materials;
- Learn and operate computers and various software;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Organize, prioritize work assignments working closely with supervisor;
- Perform simple mathematical calculations;
- Keyboard at a net speed of 45 word per minute;
- Maintain and modify filing systems;
- Proofread and detect errors in grammar, spelling, and punctuation;
- Compose routine correspondence;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

MINIMUM QUALIFICATIONS

- Education:** Graduation from high school, or equivalent, preferably supplemented by the completion of specialized office, business, and computer coursework;
- Experience:** One (1) year of office/administrative experience in performing routine and limited complex administrative, financial, and/or customer service functions; and ability to demonstrate word processing proficiency at a basic level and keyboard at a speed of 45 wpm.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Class "C" California driver's license. For out of state applicants, a valid driver's license is required and a valid Class "C" California driver's license must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Work involves exposure to potential physical harm, hazardous chemicals, and infectious disease. There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office setting and operate office equipment, transport materials and supplies weighing up to 25 pounds, and to travel to various locations. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

CAREER LADDER

From: Office Assistant

To: Senior Office Assistant

Job Description:

BOWC Approved:

Rev:

8/24/2004

6/28/2022

Testing Standards: CS App Review/Supp App Review/Typing