CLASS TITLE: OFFICE ASSISTANT II

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of clerical and typing duties in an assigned area or office; provide information and assistance to others as required.

DISTINGUISHING CHARACTERISTICS:

The Office Assistant II classification is the experienced-level classification of the series. Incumbents perform more varied clerical and typing duties and provide general clerical support in an assigned office or area. The Office Assistant III classification is the advanced-level classification of the series. Incumbents perform complex and responsible clerical duties involving the operation of computer terminals, word processing and transcription equipment. Incumbents provide sole clerical support in an assigned office, serve in a lead capacity over other clerical personnel or provide complex, specialized clerical support in an assigned department. Office Assistant I incumbents perform routine clerical support duties such as filing, typing and maintaining records.

REPRESENTATIVE DUTIES:

Perform a variety of clerical duties such as posting records, making arithmetic computations and compiling and recording information from clearly indicated sources.

Type correspondence, memoranda, reports, requisitions, forms and other documents; proofread and edit written materials as required.

Answer telephones and greet office visitors; provide information and assistance to callers, take messages, or refer calls or visitors to appropriate personnel; receive, sort and distribute incoming mail.

Provide information and services to other County departments and personnel, various outside agencies and organizations and the general public.

Prepare and maintain a variety of records, logs and files; locate materials and information in records and files as required.

Collect fees or payments for departmental services; prepare receipts and maintain related records; prepare bank deposits according to established procedures.

Operate a computer terminal or microcomputer to enter data and update information; generate lists and reports as requested; operate office equipment such as typewriter, calculator, transcription equipment and copier.

Reserve places for meetings and conferences; make travel and room reservations as required.

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Duplicate information; package and distribute completed copies.

Order and maintain adequate stock of office supplies as assigned.

Train and provide work direction to office assistants as assigned.

Assist or substitute for other clerical personnel as required.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**
- Modern office practices, procedures and equipment.
- Interpersonal skills using tact, patience and courtesy.
- Operation of office and computer equipment.
- Telephone techniques and etiquette.
- Record-keeping techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Oral and written communication skills.

**ABILITY TO:**
- Learn the policies, procedures, activities and programs of an assigned area or office quickly and accurately.
- Perform clerical duties of above-average difficulty.
- Operate office equipment and machinery such as typewriter, calculator, transcription equipment, copier, word processor and computer equipment.
- Add, subtract, multiply and divide quickly and accurately.
- Understand and follow oral and written directions.
- Maintain records and files including alpha, numeric and chronological records.
- Communicate effectively both orally and in writing.
- Type at an acceptable rate of speed.
- Establish and maintain cooperative and effective working relationships with others.
- Respond to the public with courtesy and tact.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: one year experience at the level of an Office Assistant I.

**LICENSES AND OTHER REQUIREMENTS:**

Some positions in this classification may be required to possess a valid California driver's license.

**WORKING CONDITIONS:**

Office environment.

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Physical abilities required include bending at the waist and reaching above the shoulder to maintain files, speaking and hearing to exchange information with visitors and callers, hearing to operate transcription equipment, dexterity of hands and fingers to operate a typewriter, computer keyboard and other office equipment.

Incumbent may be exposed to extended periods of time viewing a computer monitor.