CLASS TITLE: OFFICE ASSISTANT III

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of complex, responsible and specialized clerical duties in an assigned office or area; train and provide work direction to other personnel as assigned.

DISTINGUISHING CHARACTERISTICS:

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. 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. Office Assistant I incumbents perform routine clerical support duties such as filing, typing and maintaining records.

REPRESENTATIVE DUTIES:

Perform complex and responsible clerical duties such as making arithmetic computations and compiling and recording information related to specialized records.

Prepare and maintain a variety of records, logs and files; process and distribute office payroll and related documents; locate materials and information in records and files as required.

Prepare, type and duplicate a variety of items including correspondence, memoranda, reports, requisitions, forms, specifications 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 a variety of information and services to other County departments and personnel, various outside agencies and organizations and the general public; schedule and arrange meetings.

Prepare correspondence independently from rough drafts or from oral or written directions as required.

Operate a computer terminal or microcomputer and various software applicable to the assignment; enter and revise data, generate reports and develop specialized departmental materials.

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Train and provide work direction to other clerical personnel; assist or substitute for others as necessary.

Operate office equipment such as typewriter, calculator, transcription equipment, copier, word processor and computer equipment.

Order and maintain adequate stock of office supplies as assigned; maintain inventory records as assigned.

Schedule meetings and appointments; coordinate meetings as needed including assembling, typing and duplicating materials; attend meetings and take minutes as required.

Assure the timely distribution and receipt of a variety of records and reports; request or provide information as necessary to assure completeness and accuracy.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**
- Modern office practices, procedures and equipment.
- Policies, procedures, activities and programs of assigned office.
- Interpersonal skills using tact, patience and courtesy.
- Operation of office machines including computer equipment.
- Telephone techniques and etiquette.
- Financial and statistical record-keeping techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Oral and written communication skills.
- Principles of training and providing work direction.
- Technical language and terminology used in assigned area.

**ABILITY TO:**
- Perform a variety of responsible clerical duties involving independent judgment and requiring speed and accuracy.
- Operate office equipment such as typewriter, calculator, transcription equipment, copier, word processor and computer equipment.
- Learn, apply and explain policies, procedures, rules and regulations.
- Maintain records and prepare reports.
- Add, subtract, multiply and divide quickly and accurately.
- Maintain records and files.
- Communicate effectively both orally and in writing.
- Prioritize and schedule work.
- Meet schedules and time lines.
- 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.
- Utilize transcription equipment to type material involving technical language such as medical terminology.

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Train and provide work direction to others.
Perform duties effectively with many demands on time and constant interruptions.
Work independently with little direction.
Understand and follow oral and written directions.
Utilize computer equipment and various software effectively.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years general clerical experience.

LICENSES AND OTHER REQUIREMENTS:

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

WORKING CONDITIONS:

Office environment.

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, and 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.