



## OFFICE ASSISTANT I/II

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

### DEFINITION

To perform a wide variety of general clerical tasks involving typing, filing and providing information and assistance to interested parties; and to do related work as required.

### DISTINGUISHING CHARACTERISTICS

Office Assistant I: This is the entry level class in the Office Assistant series. The class is distinguished from Office Assistant II by the performance of the more routine tasks and duties assigned to positions within the series including duties performed according to established procedures and changes in procedures or exceptions to rules explained in detail as they arise. Since this class can be used as a training class, employees may have only limited or no directly related work experience. Certain positions in this class, those that contain primarily routine and less complex tasks, may be permanently assigned to the “I” level.

Office Assistant II: This is the journey level classification in the Office Assistant series. It is distinguished from the Office Assistant I by the performance of the full range of duties as assigned including duties requiring the knowledge of applicable City and department policies and procedures. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, require prior clerical experience. Appointment to the II level requires that the employee be performing the full range of duties for the class and meets the qualification standards for the class.

### SUPERVISION RECEIVED AND EXERCISED

Office Assistant I receives general supervision from management, professional, technical, or higher level clerical positions.

Office Assistant II receives general supervision from management, professional, technical, or higher level clerical positions. Depending upon assignment, work is performed under general supervision or with considerable independence. Incumbents may direct the work of lower level clerical personnel.

### ESSENTIAL DUTIES *(Include, but are not limited to the following)*

- Perform a wide variety of routine clerical work including filing, billing, checking and recording information on records
- Provide a variety of information and assistance to interested parties including explanation of department and City programs, policies and procedures, and furnishing appropriate technical and other information.

- Serve as receptionist including receiving incoming calls, providing general information by telephone and in person, and assisting callers or visitors with their needs or referring to proper party or agency.
- Type a variety of correspondence, forms, reports, financial or statistical statements and technical specifications from clear copy, draft, or instructions.
- Compile basic data for inclusion in reports and forms or for use by other department staff.
- Research records for information and compile summaries and tabulations, which may be submitted directly to the requester.
- Establish and maintain filing systems; open and route mail and maintain office supplies.
- Review reports, records, applications and other data for accuracy, completeness and compliance with established procedures; may independently compose routine correspondence in accordance with established guidelines.
- Receive and count monies, record payments and prepare basic summaries of transactions.
- Operate a variety of office equipment and computers, including spreadsheet and word processing, calculators and copiers, and specialized duplicating equipment.
- Operate radio using standard broadcasting procedures and codes.
- May set up or tear down tables and chairs in meeting rooms; perform light maintenance; open and close and secure buildings.

**KNOWLEDGE/ABILITIES/SKILLS** *(The following are a representative sample of the knowledge/abilities and skills necessary to perform essential duties of the position.)*

**Office Assistant I:**

Knowledge of: Office practices and procedures; basic mathematics; correspondence forms and correct punctuation, spelling, grammar and vocabulary and basic records retention systems.

Ability to: Acquire a working knowledge of the functions, procedures and policies of the city and its operations; perform duties without immediate supervision; maintain accurate and complete records.

Skills: Operate a variety of office equipment including personal computer, calculator, photocopier and mail machine/scale. Type at a speed necessary for successful job performance.

**Office Assistant II:**

Knowledge of: Principles of office management, basic mathematics, correspondence forms, correct punctuation, spelling, grammar and vocabulary and comprehensive records retention systems.

Ability to: Acquire thorough knowledge of the functions, procedures and policies of the department and a working knowledge of city operations; make decisions on procedural matters without immediate supervision; prepare correspondence and maintain accurate and complete records and reports; compile statistical records and make arithmetic calculations; follow written and verbal instructions.

## **QUALIFICATIONS**

### Office Assistant I

License: Possession of a valid Class “C” driver’s license from the DMV.

Education and Experience: Sufficient experience and education to perform the above duties. A typical qualifying background would be graduation from high school and some general clerical work.

### Office Assistant II

License: Possession of a valid Class “C” driver’s license from the DMV.

Education and Experience: Sufficient experience and education to perform the above duties. A typical qualifying background would be graduation from high school and one year of experience in typing and general clerical work including public contact comparable to that of an Office Assistant I in the City of Burlingame.

## **PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Ability to sit for long periods of time at a desk; stand and walk for moderate periods of time and crouch/stoop/squat occasionally. Ability to hear phones and normal conversations; speak, read and write correct English; receive and follow instructions; and remain calm during difficult situations.

A107  
A670  
OFFICE ASSISTANT I/II  
AFSCME 829  
NON-EXEMPT  
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