



CITY OF ALBANY OFFICE ASSISTANT I OFFICE ASSISTANT II

Under supervision (Office Assistant I) or general supervision (Office Assistant II) of the department director and/or the department supervisor, performs general administrative and clerical duties, reception and dispatch functions, accounting and record-keeping tasks, basic arithmetical functions, basic record keeping, and greeting the public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Office Assistant I

Receives supervision from assigned supervisory or management personnel. Exercises no direct supervision.

Office Assistant II

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision.

Class Characteristics

Office Assistant I

This is the entry-level classification in the Office Assistant series. This position performs the more routine and repetitive duties in the class. Work is usually supervised while in progress and fits a structured and established pattern. Generally, changes in procedures and exceptions are explained in detail as they arise. This class is distinguished from the Office Assistant II in that the latter requires thorough knowledge, experience, skills, and abilities to perform the full range of duties as assigned. Advancement to the "II" level is based on demonstrated proficiency in performing the full range of assigned duties and is at the discretion of higher level supervisory or management staff.

Office Assistant II

This is the journey-level classification in the Office Assistant series. This position requires considerable general and technical knowledge, experience, skills, and abilities to perform the duties listed below. 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. Employees within this class are distinguished from the Office Assistant I by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative.

Positions in the Office Assistant class series are flexibly staffed and positions at the II level are normally filled by advancement from the entry-level requiring additional years of experience and after gaining the knowledge, skill, and experience, which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

Examples of ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Types and proofreads department correspondence, memos, flyers, rosters, forms, and commission and committee minutes, agendas, and records.
- Greets and provides information to the public in person or over the telephone; acts as the department receptionist.

- Receives cash and checks; records transactions; controls petty cash; balances daily cash drawer; prepares bills, claims, and other financial reports.
- Maintains file system; sorts and files documents, correspondence, personnel records, chronicle files, and other records.
- Receives telephone calls, faxes, e-mails, and visits from residents and others seeking information, assistance, and service; responds by providing both general and technical information; uses knowledge and skills to help troubleshoot and solve problems; prepares building permits, mailing labels, work orders; determines resource requirements and levels of urgency, and prioritizes services; edits and proofreads documents.
- Operates computers, fax machines, copy and adding machines, department appliances, calculators, other office machines, phone systems, and two-way radios; receives and sends e-mail and voice-mail messages; produces correspondence, memos, flyers, rosters, forms, and records; maintains electronic and hard copy file systems for the division.
- Provides administrative and clerical support to the division manager and other staff.
- Inputs and updates information in multiple database systems; produces a wide variety of regular and ad hoc reports and information logs.
- Interacts and conducts business with vendors and service providers; oversees the coding and approval of invoices; purchases and maintains supplies and equipment; receives checks, records transactions, controls petty cash, and prepares bills, claims, and other financial reports.
- Receives, distributes, and sends shipments and mail.
- Follows procedures and practices pursuant to City policy to minimize the use of scarce natural resources, minimize toxic materials, promote healthy behaviors and activities, and minimize carbon emissions.
- Handles cash transactions, including receiving payments by cash, credit card, and check.
- Performs related duties as assigned.

Knowledge of:

- Principles and practices of high-quality customer service.
- File management and record keeping systems.
- Communication systems including telephone equipment.
- City government, department, and division organization, functions, services, policies and procedures, and relevant technical and topical information.
- Basic understanding of land use planning and construction terminology and processes.
- Standard and accepted English usage, spelling, grammar, and punctuation.
- Arithmetic and basic accounting calculations and computations.
- Modern office practices, methods, and computer equipment and applications related to the work, including e-mail, calendar programs, word processing, database, and spreadsheet software.

Ability to:

- Perform general administrative and clerical work involving independent judgment and requiring speed and accuracy.
- Maintain effective records management and filing systems.
- Understand, organize, and reference a wide variety of information and records.
- Organize and prioritize a variety of tasks in an effective and timely manner.
- Learn and understand City, department, and division structure, organization, functions, services, policies, procedures, and relevant technical and topical information.
- Read and write English at a sufficient level for successful job performance; speak and enunciate English accurately and in an understandable manner.
- Perform arithmetic and basic accounting calculations and computations.

- Understand and carry out both oral and written directions in an independent manner.
- Perform general office work; file accurately; greet public with courtesy and tact; follow written and oral directions; proofread written material; type 45 words per minute.
- Operate modern office equipment including phone systems, two-way radios, computer equipment and specialized software applications programs.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing, displaying courtesy and tact.

Education and Experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Office Assistant I

Equivalent to the completion of the twelfth grade with course work in typing and office practices.

Office Assistant II

Equivalent to the completion of the twelfth grade supplemented by course work in specialty education, such as computer classes, typing courses, office management, or related courses, and three years of increasingly responsible, broad and varied administrative and clerical experience.

Licenses and Certifications

Valid California Driver's License.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects of light to moderate weight with the use of proper equipment.

Environmental Elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting departmental policies and procedures.