



## CITY OF CITRUS HEIGHTS

### OFFICE ASSISTANT

#### **DEFINITION**

#### **DISTINGUISHING CHARACTERISTICS**

This is the full journey level class in the Office Assistant series and has the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. This class is distinguished from the Senior Office Assistant in that the latter performs advanced journey level work requiring a higher level of independence and specialized knowledge and/or provides technical and functional supervision over assigned clerical support personnel.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from an assigned supervisor or manager; and may receive lead supervision from a Senior Office Assistant, supervisor, management or professional level personnel.

#### **EXAMPLES OF DUTIES** - Duties may include, but are not limited to, the following:

- Perform a variety of clerical support duties in support of department operations, often involving sensitive information; explain department operating policies and procedures to the public; respond to questions related to department operations by providing general information or by referral to the appropriate staff member.
- Act as a receptionist; receive and screen telephone calls and visitors; provide courteous and responsive assistance related to responsibilities assigned; answer questions and provide information to the public using judgment as to those requiring priority attention; and, respond professionally and appropriately when referring complaints.
- Respond to letters and routine correspondence; receive and process incoming mail; review and evaluate mail to identify those items requiring priority attention; and, prepare and process outgoing mail including bulk mailings.
- Receive applications and various forms from the public; register participants in programs; schedule appointments; receive and record payments; and, handle cash and issue receipts as assigned.
- Type and proof read a variety of written material; research information; prepare drafts and final documents; take information from electronic or verbal instructions; and, use word processing, spread sheet, database or other computer applications and other tools.
- Create, maintain and revise a variety of forms and templates for department use; create, revise and implement procedures related to work assignment.
- Perform duties in the field related to assignments such as running general errands, delivering packets of information, visually inspecting properties, and taking pictures of the community.
- Prepare, compile, tabulate and maintain data including databases, various documents, statistical and operational reports and records for a variety of programs as requested; and, process contracts, agreements, claims, ordinances and resolutions as assigned.

- Track or reconcile expenditures; maintain logs, inventories, ledgers and statistical records as assigned; handle routine purchasing and budget duties; maintain supply inventory; and process supply orders.
- Compile information from a variety of sources as requested; maintain financial, statistical and/or operational reports and records as applicable.
- Respond to complaints and requests for information on regulations, procedures or policies relating to responsibilities assigned; coordinate with other departments and/or outside entities as needed.
- Perform general clerical duties including filing, copying, collating, assembling, sorting, faxing; check and record information on records; process routine requests for information; and, ensure that work is organized, handled on a priority basis and completed in a timely manner.
- Arrange, coordinate, schedule and assist with meetings and meeting facilities; prepare rooms; send notices and announcements as assigned; and, arrange or assist with refreshments.
- Schedule meetings and training for department personnel; attend and/or assist with meetings and meeting arrangements; make travel arrangements; process travel reimbursements.
- Receive, review and process applications for routine permits in accordance with outlined procedures and processes.
- May assist in the support of a board, committee, task force, commission, or City Council including posting legal notices, preparing agendas, assembling background materials, and typing minutes of meetings as assigned, in accordance with deadlines.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

- Modern office methods, procedures, computer equipment and computer software.
- Equipment, tools and materials used in modern office operations.
- English usage, spelling, grammar and punctuation.

#### **Ability to:**

- Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service; demonstrates an enthusiastic, resourceful and effective customer service attitude.
- Intermittently, review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.
- On a continuous basis, sit at desk and/or stand for long periods of time; intermittently bend and twist to reach office equipment; perform simple grasping and fine manipulation; and write or use a keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.
- Learn pertinent local, State and Federal laws, codes, ordinances, City functions, policies, rules and regulations.

- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned administrative responsibilities.
- Maintain file systems and process and distribute department mail.
- Compose general correspondence and letters; take notes and write summaries of meetings.
- Type and take and transcribe dictation or transcribe from machine recordings at a speed necessary for successful job performance.
- Maintain sensitive information in a confidential manner.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer with proficiency and familiarity.

### **Experience and Training**

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

#### Experience:

Two years of clerical and/or customer support experience.

#### Training:

Equivalent to the completion of the twelfth grade.

#### License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

#### Special Requirements:

Positions assigned to the Police Department will be subject to a more thorough background investigation.

<b>File:</b>	Office Assistant
<b>FLSA:</b>	Non-exempt
<b>Created:</b>	01/01/02
<b>Revised:</b>	04/26/02 – Added typing certificate clarification to “Licenses and Certificates”. 07/29/03 – Added Section 504 language 03/25/08 – Added and edits duty statements after conclusion of “Clerical and Administrative Classification Study”; clarified reporting relationships; changed experience requirement from 1 year to 2 years. 04/04/08 – Added clarifying language indicating an exemption to the typing certificate requirement for the central City Hall receptionist position. 07/2010 – Updated EEO Language 10/15/10 – Corrected EEO Language 12/03/18 – Removed the typing certificate language 02/29/24 – Updated duties and ability to language