

## COUNTY OF SOLANO

### OFFICE ASSISTANT I

Rev. 9/00

#### DEFINITION

Under general supervision, performs a variety of routine clerical work in support of a functional work unit or activity; receives and processes information, by phone or in person; performs related work as required.

#### CLASS CHARACTERISTICS

This class is a re-allocable class in the Office Assistant series in which incumbents must possess basic clerical skills. This position is characterized by the responsibility to perform clerical tasks and to apply general knowledge of departmental, work unit and program procedures, services and methods. Incumbents work within a framework of established procedures and are expected to perform clerical tasks with general instructions and assistance. The job requires the straightforward application of readily understood rules and procedures. Incumbents may have routine contact with the public, answer procedural questions or give out factual information. It is distinguished from other Office Assistant classes by the routine nature of the general clerical office support activities performed. Job duties can be learned from simple multi-step instructions or demonstrations of moderate repetition.

#### EXAMPLES OF DUTIES

Depending on assignment, duties may include, but are not limited to the following:

1. Prepares, sorts, searches for and/or files materials, correspondence or forms; may maintain established files, manuals, or indices in accordance with prescribed filing system procedures; purges records and/or reviews files for accuracy and completeness; searches for materials through use of indices; locates missing materials by conducting a file search; may distribute departmental or divisional mail and process outgoing mail.
2. Receives calls and walk-in inquiries requesting information or assistance regarding assigned department program or forms; directs callers to appropriate individual and/or offices; provides public, employees and other officials with general procedural or basic program information; may perform client/case intake activities.
3. Maintains routine manual and/or automated information systems; maintains records by transferring data, calculating totals and subtotals or assigning file codes; sorts items based on material/document content; maintains logs.
4. Copies, compiles, collates, transcribes, files, or posts data and/or information following a schema or plan for the purpose of recording, referencing, or reporting information for work assignments; records, files, enters and/or stores data and information such as that associated with billings, vouchers, general instructions, inventory forms, letters, reference data, checking accounts, materials utilization records, production orders, schedules, readings, directions, operating instructions, requests, adjustments, requisitions, sequences and methods.

EXAMPLES OF DUTIES (Continued)

5. Types lists, cards, addresses, labels, forms, routine reports, or correspondence from handwritten or typed copy; may proofread materials for completeness and/or spelling, grammatical, or punctuation accuracy; makes revisions as necessary; may complete routine department or division reports.
6. Retrieves information from County files and documentation; verifies accuracy of the information; performs research to identify needed documents or to verify receipt of documents.
7. Receives, time stamps, routes, and/or distributes materials in accordance with prescribed methods; packs or unpacks materials; moves objects or delivers/picks-up materials or mail; runs errands as necessary.
8. Operates a variety of office equipment, such as photocopiers, word/data processors, cash registers, shredders, and field dispatch equipment; may order and maintain office supplies; may maintain office equipment and follow-up on requests for maintenance.
9. Performs data entry into specialized computer systems used to track and log various County records activities and programs; retrieves information from these specialized computer systems upon request.

QUALIFICATION GUIDELINES

Education and/Or Experience

High school diploma or GED preferred; supplemented by three (3) months full-time work experience that demonstrates possession of and competency in the requisite knowledge and abilities.

Knowledge/Skills/Abilities

Working knowledge of office methods, procedures, and techniques; manual and automated filing systems; office equipment operation; business correspondence; record-keeping practices; correct English usage; standard operating policies, procedures and administrative structure.

Ability to apply rules, regulations, policies and procedures applicable to clerical assignment; understand and apply written and verbal instructions; convey information to others; proofread names, numbers, codes and symbols; sort alphabetically and numerically; search information storage systems to locate information; update and purge information storage systems based on established procedures or specific instructions; recall detailed information; operate a multi-line telephone, word/data processing equipment, copiers, shredders, microfilm equipment, cash registers and other such equipment used in clerical support activities; read and comprehend equipment operating instructions; solve problems of a routine nature encountered in the course of work by choosing between procedural alternatives; accurately transfer information from one source to

KNOWLEDGE/SKILLS/ABILITIES (CONTINUED)

another; maintain records, logs and indices; extract specific information from records or reports; answer the phone and take messages; make routine arithmetical calculations; organize and prioritize work assignments; make decisions; communicate effectively with people of diverse socio-economic backgrounds and temperaments; establish and maintain cooperative working relationships; maintain confidentiality of information.

SPECIAL REQUIREMENTS

None.

SUPPLEMENTAL INFORMATION

Incumbents in this classification can be re-allocated to the position of Office Assistant II upon the successful completion of one-year of satisfactory performance in the Office Assistant I class.

Positions allocated to this class require the ability to learn specific knowledge related to department, division or program.

Independent travel may be required.

Applicants are required to demonstrate basic word processing skills through the passing of a County approved test.

Recruiting requirements may be set to test keyboarding (40 net WPM) or data entry speed; however, these skills are not the primary areas to be measured in the selection process.

Positions allocated to this class may require bilingual skills.

ADA COMPLIANCE

**Physical Ability:** Some tasks may involve the ability to exert moderate physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (10-20 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require visual perception and discrimination. Some tasks require oral communications abilities.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

*gnd*  
\_\_\_\_\_  
Human Resources Director

*9/11/00*  
\_\_\_\_\_  
Date

Solano County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Solano County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Rev. 9/00  
Spec 0842

