



## CITY OF RANCHO SANTA MARGARITA JOB DESCRIPTION

### OFFICE ASSISTANT

#### **DESCRIPTION**

Under immediate supervision, performs a wide variety of routine office work, customer service, and provides general clerical support of assigned Department; Provides information and assistance to the public; acts as receptionist; and performs other related work as necessary.

#### **CHARACTERISTICS**

The Office Assistant is an entry level clerical position performing word processing and other office work. Receives direct and general supervision by a supervisory, managerial or administrative positions. No direct supervision of staff is exercised. The Office Assistant is distinguished from the Administrative Assistant by the performance of less specialized duties, and work is performed under immediate supervision.

#### **EXAMPLES OF DUTIES:**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.*

- Performs a wide variety of entry-level clerical work including maintaining accurate and detailed records, verifying accuracy of information, researching discrepancies and recording information.
- Assists with the City's Passport Services; provides passport information to the public; Schedules appointments and processes applications.
- Prepares Department check requests, and other procurement documents.
- Operates standard office equipment, including computers and software applications, telephones; makes copies, scans documents.
- Provides receptionist duties for the City's various public counters; provides customer service, screens phone calls, directs guests, delivers mail.
- Composes, types, formats and proofreads a wide variety of reports, letters, emails and memoranda.
- Assists with setting up for City functions or Department events; assists with cleaning up following events.
- Maintains a variety of physical and digital files and records for information; ensures proper filing of documents in Department and central files.

- Assists assigned Department in monitoring expenses, and/or tracking various programs.
- Assists with ordering office supplies and equipment; inventories items and monitors usage.
- Schedules Department meetings as needed; reserves rooms and equipment, and prepares necessary materials for meetings.
- Performs special projects as assigned.
- Performs other duties as assigned.

## **ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

- Basic organization and function of public agencies, including operations, rules, policies, activities and procedures of assigned Department.
- Standard office practices and procedures.
- Word Processing methods, techniques and programs.
- Principles of business letter writing: proper English, spelling, grammar, and punctuation use.
- Principles and procedures of record keeping.
- Techniques for providing a high level of customer service to the public and City staff.
- Safe work practices.

### **Skill in:**

- Operating modern office equipment including computer equipment and software programs.
- Planning, organizing and prioritizing workflow in order to meet deadlines and adjust to changing priorities.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using tact and discretion in dealing with sensitive situations.
- Providing a high level of customer service.
- Interpreting, applying, explaining and reaching sound decisions in accordance with laws, regulations, policies and procedures.
- Organizing and maintaining project files.
- Understanding and implementing oral and written instructions.
- Operating a motor vehicle safely.

## **TRAINING, EXPERIENCE AND CERTIFICATIONS**

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

Education equivalent to completion of the twelfth grade; and one year of varied clerical support experience preferably involving some public contact.

**License:** May be required to possess and maintain a valid California Driver's License and have a safe driving record.

## **PHYSICAL STANDARDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform functions of this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Physical Demands:** Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; and to visit various City sites; vision to read printed materials and computer monitors; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, and calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Incumbents in this classification occasionally lift and carry reports and records that typically weigh less than 20 pounds.

**Environmental Elements:** Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances.

**Working Conditions:** May be required to work on evenings, weekends and holidays.

*Note: All employees of the City of Rancho Santa Margarita are designated to be "Disaster Service Workers." In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employee's normal work assignments and may continue through the recovery phase of the emergency. (Per City Ordinance 03-04)*

**Classification Status:** This is an “At Will” classification and not included in Competitive Service as defined in Section 2.04.040 of the Rancho Santa Margarita Municipal Code. Employment can be terminated with or without cause or notice at any time by either City or employee.

**FLSA:** Non-Exempt

**Approval Date:** June 12, 2019