

## **SENIOR OFFICE ASSISTANT**

Salary Range: 15 (Public Service Salary Schedule)

### **DEFINITION**

Under general supervision, performs a variety of complex and responsible administrative tasks and clerical duties in support of assigned division or department; provides administrative and clerical support to supervisory and management staff as assigned; provides information and assistance to the general public; may provide telephone and counter reception, and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

This is the advanced journey-level class in the office support series. Incumbents are fully competent to independently perform a variety of responsible duties to assist in the provision of City services. General guidelines are provided and supervision is normally available in unusual circumstances. Specific duties, such as the amount of word processing, use of computers, and contact with the public, will vary with the department to which assigned. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as a knowledge of departmental and City activities. This class is distinguished from the Administrative Assistant in that the latter provides varied office administrative and secretarial support to a department head and related management, professional, and supervisory staff and performs technical support work related to the department to which assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from management or supervisory personnel or his/her designee. May exercise technical and functional direction over assigned staff.

### **ESSENTIAL DUTIES, KNOWLEDGE, AND ABILITIES**

*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.*

- Performs a variety of complex and responsible clerical and administrative duties for assigned Division or Department.
- Provides technical assistance on special projects for management or supervisory personnel.
- Performs initial research on assigned projects, pulls files and documents, contacts outside agencies to obtain information, compiles and prepares data as requested.
- Assists City personnel in learning the systems and procedures related to assigned functions; troubleshoots problems and responds to questions and inquiries from other department staff.
- Prepares City Council staff report packets and distributes to City Clerk.
- Answers questions and provides general information about area of assignment to co-workers and the public.
- Participates in the preparation and monitoring of budget as assigned.

- Performs accounting functions related to ordering supplies, equipment and services; orders and purchases supplies for assigned division, department or other departments.
- Process department purchase orders, invoices, and receipts for payment utilizing the automated finance system.
- Performs a variety of office duties including word processing, preparing spreadsheets; assists in preparing forms, charts, manuals and/or other documents; answering telephones, public counter reception, distributing mail, copying documents, shredding materials.
- May process time sheets and confidential information as required by supervisory or management staff.
- May monitor and assign work to subordinate staff.
- Performs other duties as assigned.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Codes, regulations, policies, technical processes and procedures related to the department to which assigned.
- Standard office administrative practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

#### **Ability to:**

- Provide responsible clerical support work with accuracy, speed, and minimal supervision, and requiring the use of independent judgment, tact and discretion.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Respond to and effectively prioritizing multiple phone calls, walk-up traffic and other requests/interruptions.
- Interpret, apply and explain administrative and departmental policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Organize, maintain, and update office database and records systems.
- File materials alphabetically, chronologically, and numerically.

- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Take a proactive approach to customer service issues in a professional manner.
- Take notes rapidly and accurately transcribing own notes.
- Make accurate arithmetic and statistical calculations.
- Organize own work, coordinate projects, set priorities, meet critical time deadlines, and follow-up on assignments with a minimum of direction.
- Make sound, independent decisions within established policy and procedural guidelines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with employees and those contacted in the course of the work.

### **Minimum Qualifications**

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

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and two (2) years of increasingly responsible general clerical and administrative experience or one (1) year of experience equivalent to that of an Office Assistant II at the City of Rocklin.

### **GENERAL QUALIFICATIONS**

#### **License Requirement**

A valid California Class C driver license with satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

#### **Physical Requirement**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person 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, 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. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 pounds.

**Working Conditions**

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Positions assigned to the maintenance shop or other public works areas may be exposed to certain mechanical and electrical hazards, and to hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**FLSA STATUS: NE**

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.

*Adopted: July 2007*

*Revised: December 2019*