

## **CITY OF BRISBANE**

### **OFFICE ASSISTANT**

#### **Definition**

Under general supervision, provides a variety of office support activities to various City offices, which may include word processing, data entry and organization, telephone and counter reception, receipt of payments, record keeping, report preparation and filing; and performs related work as required.

#### **Class Characteristics**

This is an experienced office support class, 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. This class is distinguished from the Office Specialist in that the latter performs difficult, technical, complex, and/or specialized office support duties which may require lead direction of other support staff and regularly requires application of a larger base of technical knowledge and skill in addition to standard office support skills.

#### **Examples of Duties** (Illustrative Only)

- Prepares correspondence, reports, forms, receipts, warrants, vouchers, work orders, and specialized documents related to the department to which assigned from drafts, notes, brief instructions, corrected copy, or dictated tapes using a word processor or computer with form templates.
- Composes standard correspondence, such as transmittal letters, from prior materials or brief instructions.
- Proofreads materials for accuracy, completeness, compliance with departmental policies, formatting, and correct English usage, including grammar, punctuation and spelling.
- Acts as receptionist; receives and screens visitors and telephone calls; takes messages, directs the caller to the proper office or person, and/or provides factual information regarding City and departmental activities and functions, which may require the application and explanation of rules, policies, and procedures.
- Enters, edits, updates, and retrieves data from narrative reports or spreadsheets and prepares periodic or special reports, following established formats and menus; may perform production data entry.
- Checks and tabulates standard arithmetic or statistical data; may summarize such information and prepare periodic numerical reports.
- Establishes and maintains office files, following an established filing system; researches and compiles information from such files; purges files as required.
- May collect and account for fees and other monies collected.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, ordering and coordinating supply orders, and arranging for equipment purchase and maintenance.

- Processes and distributes incoming and outgoing mail for the office or department.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate a two-way radio or other department-specific equipment.

### **Qualifications**

#### **Knowledge of:**

- Standard office practices and procedures, including filing and 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 and basic spreadsheet applications.
- Record keeping and filing principles and practices.
- Business arithmetic and basic statistical techniques.
- Techniques for dealing effectively with the public and City staff, in person and over the telephone.

#### **Skill in:**

- Performing a wide variety of office support duties requiring the use of independent judgment.
- Interpreting and implementing policies, procedures and computer applications related to the department or organizational unit to which assigned
- Composing correspondence and reports independently or from brief instructions.
- Making accurate arithmetic and statistical calculations.
- Using English effectively to communicate in person, over the telephone, and in writing.
- Filing with speed and accuracy.
- Using initiative and independent judgment within established procedural guidelines and written directions.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Entering data into standard computer format with speed and accuracy sufficient to perform assigned work.

#### **Education and Experience:**

Equivalent to graduation from high school and two years of responsible office support, secretarial or general clerical experience. Experience in dealing with the public and working in a public agency setting is desirable.

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**License:**

Specified positions may require a valid California class C driver's license and a satisfactory driving record.

**Physical Demands:**

Must possess mobility to work in a standard office setting and to 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.

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