



TOWN OF DISCOVERY BAY

A COMMUNITY SERVICES DISTRICT

OFFICE ASSISTANT

Class Description

DEPARTMENT/DIVISION: Financial Services

DEFINITION

Under direct or general supervision, provides administrative, secretarial and clerical duties in support of a Town department or division; answers incoming telephone calls and direct calls to proper staff; provides general clerical support on behalf of designated supervisory, managerial or administrative positions; coordinates assigned programs, projects, and services with other Town departments, divisions, and outside agencies; provides general information and assistance to the public; and performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision by a manager or higher-level supervisor. No direct supervision of staff is exercised. The higher-level class may exercise technical and functional lead supervision over the lower-level class.

CLASS CHARACTERISTICS

Office Assistant is the first working-level class in the Administrative Assistant series. Responsibilities include answering the Town's general information phone line and operating the Town's switchboard, assist staff in all aspects of general office operation, and perform special projects as assigned. This class is alternately staffed with the Administrative Assistant and incumbents may advance to the higher-level class after gaining the knowledge, skills and experience that meet the qualifications for and by demonstrating the ability to perform the work of the higher-level class.

This class is distinguished from the Administrative Assistant class series in that the latter provides a higher-level, more technical and varied office administrative and secretarial support to a division manager and related management, professional, and supervisory staff.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

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.

- Plans, organizes, and carries out administrative assignments and special projects related to assigned area of responsibility.
- Performs a wide variety of intermediate-level clerical work including maintaining accurate and detailed records, verifying accuracy of information, researching discrepancies and recording information.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records and files.
- May perform cashiering duties; prepares bank deposits, balances cash register with checks, cash, receipts and journal tape, runs tape of the checks, copies checks and prepares deposit slips and bags for courier to pick up; receives money and issue receipts; collects service fees.
- Prepares, copies, and distributes a variety of documents including agendas, bid packages, contracts, and specifications; ensures proper filing of copies in departmental or central files.

- Screens calls, visitors and mail; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from public; enters/tracks public calls into appropriate computer databases; directs callers to appropriate Town staff as necessary.
- Composes, types, formats and proofreads a wide variety of reports, letters and memoranda; types from rough drafts, verbal instructions or transcribing machine recordings; checks drafts for punctuation, spelling, and grammar; makes or suggest corrections to drafts.
- Receives, codes, logs, schedules, and distributes service requests and work orders.
- Answers incoming calls and routes individuals to appropriate staff via switchboard or electronically; assists public at front counter and directs public to appropriate locations and/or staff.
- Receives, opens, time stamps, sorts and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Makes copies; collate materials; files copies of letters, memoranda, reports, and other materials in department and/or central files.
- Contributes to a positive work environment by participating in solutions to problems as they occur.
- Attendance and punctuality that is observant of scheduled hours on a regular basis.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Departmental practices and procedures and applicable Town policies.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods and equipment, including computer equipment.
- Word processing methods, techniques and programs; general accounting methods, procedures, and terminology; database and spreadsheet applications and programs.
- Principles of business letter writing.
- Principles and procedures of record keeping.
- English usage, spelling, vocabulary, grammar and punctuation.
- General principles of risk management related to the functions of the assigned area.
- Basic principles of record keeping and cash handling.
- Techniques for dealing effectively with the public, vendors, contractors and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.
- Safe driving principles and practices.
- Safe work practices.

Skill in:

- Responding to and effectively prioritizing multiple phone calls and other requests for service.
- Interpreting, applying and explaining policies and procedures.
- Composing correspondence and reports independently or from brief instructions: maintaining records and databases.
- Making accurate arithmetic, financial and statistical computations.
- Operating modern office equipment including computer equipment and software programs.
- Performing responsible administrative and secretarial support work with accuracy, speed, and minimal supervision.
- Working independently in the absence of supervision.
- Learning and understanding the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Learning, interpreting and applying administrative and departmental policies and procedures.
- Organizing, maintaining, and updating office database and records systems.
- Filing materials alphabetically, chronologically, and numerically.
- Scheduling and coordinating projects; setting priorities; adapting to changing priorities; meeting critical time deadlines.
- Using word-processing, database, spreadsheet, and graphics software applications programs.
- Using English effectively to communicate in person, over the telephone and in writing.

- Entering and retrieving data from a computer with sufficient speed and accuracy to perform assigned work.
- Using tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establishing and maintaining effective working relationships with employees and those contacted in the course of the work.
- Operating a motor vehicle safely.

EDUCATION AND EXPERIENCE:

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

Office Assistant: Equivalent to the completion of the twelfth grade, and at least one (1) year of varied clerical support experience preferably involving some public contact.

License:

Must possess and maintain a valid California class C driver's license and have a satisfactory driving record.

PHYSICAL DEMANDS

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.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends, and holidays.

Note: All employees of the Town of Discovery Bay Community Services District are designated by state law 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 employees' normal work assignments and may continue through the recovery phase of the emergency.