



Class Code: 4-2021
FLSA: Non Exempt
EEO: 4
Bargaining Unit: 4
Revised: 10/2020

OFFICE ASSISTANT

DEFINITION

Under general supervision, performs a variety of office, administrative, and general support duties for an assigned county department or work unit; greets office visitors and answers the telephone, providing information and referring visitors/callers to others; operates and uses computers and office equipment; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the journey-level classification in the Office Assistant series. Incumbents perform a variety of office, administrative, and general support duties that requires previous related experience. It is distinguished from Senior Office Assistant in that Senior Office Assistant incumbents perform more specialized and complex work, may have day-to-day responsibility for an assigned work area, and may lead and coordinate the work of other office support staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from supervisory and/or management staff, depending on areas of work assignments. This is not a supervisory or lead class.

EXAMPLES OF ESSENTIAL DUTIES

Class specifications are intended to present a descriptive list of the scope of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

- Performs a variety of office, administrative, and general support assignments.
- Serves as an office receptionist greeting office visitors and answering the telephone, providing information, and making referrals to other staff.
- Gathers, assembles, compiles, organizes, and tabulates data and information.
- Types, word processes, and proofreads a variety of documents and materials.
- Maintains and updates records and information in manual and/or automated retrieval systems.
- Records and logs invoices, claims, and other documents.
- Receives, sorts, and distributes mail.
- Utilizes databases, spreadsheets, and other special computer software.
- Operates a wide variety of standard office equipment, including a personal computer.
- May assist with special projects.
- May assist with updating and maintaining specialized manual and/or computerized departmental records and generating reports.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Modern office methods and procedures.

- Public relations principles and techniques.
- File maintenance and information retrieval systems.
- Computers and standard business software used in office and administrative support work.
- Correct English usage, spelling, grammar, and punctuation.
- Basic mathematics.

Ability to:

- Perform a variety of administrative, office, and general support work with minimal guidance and supervision.
- Quickly learn the policies and procedures of the department and unit where assigned.
- Read, understand, and apply policies, procedures, and regulations.
- Follow oral and written directions accurately.
- Type or use word processing software at an acceptable speed to meet production requirements.
- Gather and organize data and information.
- Maintain and update records and reports.
- Operate a personal computer and use department software in the performance of assigned work.
- Operate and use office equipment.
- Deal tactfully and courteously with the public and other staff when explaining the functions and policies of the work area where assigned.
- Regularly work well under pressure, meet multiple and sometimes conflicting deadlines.
- Constantly demonstrate cooperative behavior with colleagues, supervisors, and customers/clients.

Licensing and Certification:

Possession of, or ability to obtain, an appropriate valid California Driver's License.

Education and Experience:

One (1) year of general office support experience.

Additional directly related education and/or experience may be substituted.

WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS

The County of Lake is an equal opportunity employer. The County of Lake will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require: sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Light Work: Exerting up to 25 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for light work.

Positions assigned to the Registrar of Voters:

Heavy Work: Exerting up to 100 pounds of force occasionally, and/or 50 pounds of force frequently,

and/or up to 20 pounds of force constantly to move objects.

Positions assigned to the Registrar of Voters are required to work irregular and extended hours evenings, weekends, and holidays during election sessions.

Positions assigned to the Library:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 25 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions and occasionally in the field where they may be exposed to inclement weather. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Incumbents generally work outside of a typical office environment and may be exposed to extreme temperatures, loud noise, fumes, noxious odors, dust, mist, gases, and poor ventilation; underground, confined, or restricted workspaces.

Positions in this class may require local and statewide travel as necessary.

Disaster Service Workers: As members of the County of Lake Emergency Services Organization, all County of Lake employees are designated as Disaster Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department/county.

The contents of this class specification shall not be construed to constitute any expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. The County of Lake assumes no responsibility beyond the general accuracy of the document, nor does it assume responsibility for any errors or omissions in the information contained herein. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are determined through a “meet and confer” process and are subject to the Memorandum of Understanding currently in effect.