

**City of San Rafael
Job Class Specification**

Job Title: Office Assistant I Office Assistant II

SUMMARY

Under general supervision, to perform a variety of clerical tasks in an assigned City department and/or offices, which may include receptionist duties, customer service, record keeping, data entry, and filing; and to perform related work as required.

CLASSIFICATION CHARACTERISTICS:

Office Assistant I - This is the entry level class in the Office Assistant series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Office Assistant II – This is the full journey level class within the Office Assistant series. This class is distinguished from the Office Assistant I by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Act as receptionist and receives and screens visitors and telephone calls and takes messages.
- Provide factual information regarding City or unit activities and functions.
- Perform office support activities such as opening and distributing mail, processing outgoing mail, and ordering office supplies.
- Enter and retrieve data from an on-line computer system, following established formats; prepare and update a variety of reports.
- Review computer-produced reports for accuracy and makes corrections as needed.
- Tabulate data, calculates, collects and records fees, compute sums and perform related routine arithmetical calculations.
- Establish and maintain office files, and research and compile information from such files.
- Proofread and check materials for accuracy, completeness, and compliance with departmental policies.

OFFICE ASSISTANT I

KNOWLEDGE OF:

- Basic office practices and procedures, including filing and the operation of standard office equipment.
- Correct English usage.
- Basic arithmetic.

ABILITY TO:

- Develop and maintain effective working relationships with those contacted in the course of work.
- Understand and carrying out oral and written instructions.
- Maintain accurate records and files.

- Make accurate arithmetic calculations.
- Perform detailed clerical work accurately.
- Maintain attention to detail despite interruptions.
- Communicate tactfully and effectively with the public.

EDUCATION and/or EXPERIENCE:

A typical way of gaining the knowledge, skill, and ability outlined above is:

Equivalent to graduation from high school, with some practical office clerical experience.

OTHER REQUIREMENTS:

Specified positions may require a valid California driver's license and a satisfactory driving record; and/or a willingness to work shifts.

OFFICE ASSISTANT II

In addition to the qualifications for the Office Assistant I:

KNOWLEDGE OF:

- Policies and procedures related to the department to which assigned.
- Basic business data processing and data entry principles.

ABILITY TO:

- Organize and maintain office files.
- Use initiative and sound independent judgment within established guidelines.
- Perform tasks using standard office applications including word processing and spreadsheets and operate centralized telephone equipment.
- Prioritize work and coordinate several activities simultaneously.

EDUCATION and/or EXPERIENCE:

A typical way of gaining the knowledge, skill and ability outlined above is:

Equivalent to completion of the twelfth grade and two years of responsible clerical experience similar to an Office Assistant I with the City of San Rafael.

FLSA Status: Non-exempt
Prepared By: Bryce Consulting
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