

OFFICE ASSISTANT I
OFFICE ASSISTANT II

DEFINITION

To perform responsible administrative and customer support duties for an assigned department, division, or program including receiving and responding to inquiries from the public, other City departments and outside agencies; to prepare documents, correspondence and routine reports; to receive and process payments; and to provide other support duties as assigned.

DISTINGUISHING CHARACTERISTICS

Office Assistant I - This is the entry level class in the Office Assistant series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Office Assistant I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Office Assistant II - This is the journey level class in the Office Assistant series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Office Assistant I

Receives immediate supervision from a higher level supervisor or manager.

Office Assistant II

Receives general supervision from a higher level supervisor or manager.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Serve as first line of contact to external customers via telephone or in person; refer customers to appropriate staff and/or provide a variety of general information regarding City functions and services; and explain department operating policies and procedures.

Prepare, compile, tabulate and maintain data including databases, various documents and statistical and operational reports and records.

Office Assistant I/II

-2-

Type and proofread a variety of documents including general correspondence, agendas, reports, memos and statistical reports.

Develop, maintain and archive a variety of files and records.

Support departmental hiring process; schedule interviews; complete and submit new hire documents; inform new hires of department policies and procedures; arrange computer and facility access.

Receive, review and process payroll for assigned department; identify and resolve discrepancies; verify overtime usage; research and respond to questions from staff regarding payroll.

Receive, review and process invoices, payment requests, reimbursement requests and credit card charges; track costs, ensuring proper coding; researches and resolves errors in orders received and invoices; prepare and process purchase requisitions.

Order, maintain and reconcile purchases of office supplies, merchandise and other and special purchases related to department operations; maintain inventory.

Schedule meetings and maintain calendars for department staff; reserve and prepare conference rooms; prepare meeting agendas; attend meetings and take and publish meeting minutes.

Make travel arrangements for department staff; receive and process reimbursement requests.

Assist the public with reserving and renting City facilities; register customers for classes, programs and tours; may participate in tours as required.

Respond to letters and routine correspondence; receive, sort, open, time stamp and distribute time mail.

Create, edit and update department information on internet and intranet.

Assist with annual and mid-year budget entry; prepare monthly budget reports.

Track and register staff for training classes as needed.

Prepare, track and close out work orders and service requests; dispatch field personnel, as required.

Issue, receive, type and process various applications, permits and other forms; apply departmental policies and procedures in determining completeness of applications; calculate fees.

Receive and process payments for a variety of services; handle cash; prepare deposits; prepare and send billing statements as required by program.

Distribute petty cash; reconcile and complete petty cash requests and send to Finance Department.

Perform administrative tasks in support of special projects that includes the collection, review, compilation and verification of data.

Collect, compile and submit data in support of grant administration activities.

Create, revise and implement procedures related to assignment; recommend and participate in the implementation and improvement of policies and procedures.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related work as required.

MINIMUM QUALIFICATIONS

Office Assistant I

Knowledge of:

Modern office equipment and procedures including use of a variety of software applications.

Customer service principles and public relations techniques.

English usage, spelling, grammar and punctuation.

Business letter writing and report preparation.

Ability to:

Learn pertinent local State and Federal laws, codes, ordinances, City functions, policies, rules and regulations.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use

telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Develop and maintain filing systems.

Compose general correspondence and letters and take meeting minutes.

Use a personal computer and a variety of software applications.

Plan and organize workload.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Experience:

One year of increasingly responsible clerical and customer service experience.

AND

Training:

Equivalent to completion of the twelfth (12th) grade, GED, or higher level degree.

License or Certificate

Possession of a valid California driver's license by date of appointment.

Office Assistant II

In addition to requirements for the Office Assistant I:

Knowledge of:

City services provided.

Advanced customer service techniques.

Policies and procedures of the assigned department or program.

Basic accounting principles; financial record keeping and reporting.

Ability to:

Independently perform administrative and customer service duties in support of assigned department or program.

Research, respond to and assist in the resolution of inquiries and complaints.

Prepare correspondence, memorandums, and routine financial and operational reports.

Accurately calculate fees and handle money.

Use independent judgment and personal initiative.

Know, understand, interpret and explain department and program policies and procedures.

Experience and Training

Experience:

Two years of responsible experience performing duties similar to that of an Office Assistant I with the City of Roseville.

AND

Training:

Equivalent to completion of the twelfth (12th) grade, GED, or higher level degree.

License or Certificate

Possession of a valid California driver's license by date of appointment.

04-06-18

08-25-12 Office Assistant I/II

Administrative Clerk I/II

02-20-90

10-01-88

04-01-87 Typist Clerk I/II

Customer Service Rep I/II (Not Assigned in Finance)

07-01-04

08-15-00

02-16-00 Customer Service Representative I/II

Office Assistant I/II

-6-

07-01-79

10-30-73

03-09-70

-67

-65

Junior Typist Clerk

-64

Intermediate Typist Clerk