

STAFF ASSISTANT

DEFINITION

Under immediate supervision, performs a variety of increasingly responsible office clerical tasks following standardized procedures, which may require typing and/or keyboarding, and to perform related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from departmental management.

EXAMPLES OF ESSENTIAL FUNCTIONS - *Essential functions may include, but are not limited to, the following:*

Greets the public, customers and other City employees in person or over the phone, and obtains or gives information.

Takes and transmits messages assists customers in completing forms and documents; schedules appointments.

Sorts and files correspondence, forms, records, reports, documents, and other material using predetermined alpha, numeric or chronological classifications to maintain organized and accurate filing systems.; retrieves material from files.

Receives, opens, sorts, date and time stamps mail and routes or delivers to appropriate locations.

Responds to computer messages sent via electronic mail system and routes messages to the appropriate person; weighs mail; addresses, stuffs and seals envelopes and /or packages.

Picks up and delivers memos, messages, packages and supplies sends, receives and delivers messages including faxes; photocopies correspondence, reports and other items;

Collates and assembles reports and other materials.

May perform routine record keeping tasks; makes basic calculations and computations, routine tallying and checking and makes notations on records, forms and files.

May type reports and related documents using typewriter or word processor; may proofread material; may use a computer to enter and retrieve information; may operate standard office equipment.

Compiles information and data for statistical and financial reports .

Performs office support duties to assist in the coordination, processing and completion of routine clerical operations within assigned department.

Provides professional, courteous customer service at all times.

Operates a variety of standard office equipment, which may include computers, printers, typewriter, copier, adding machine, fax machine, paper shredder, telephone, two-way radio, postage machine, etc.

Attends various meetings and training as required or appropriate.

MINIMUM QUALIFICATIONS

Knowledge of:

Modern office practices and technology, including the use of computers for word and data processing.

Methods of letter writing, record-keeping and report preparation.

Filing systems and methods.

English usage, spelling, grammar and punctuation.

Basic business arithmetic and bookkeeping methods.

Ability to:

Read, learn, understand and apply pertinent federal, state and local laws, rules and regulations.

Perform detailed clerical work accurately.

Learn specialized processes, procedures and office support tasks related to the department to which assigned.

Use initiative and sound, independent judgment within established guidelines.

Perform work effectively despite frequent interruptions and the pressure of deadlines.

Understand and follow oral and written instructions.

Establish and maintain accurate records and files.

Maintain confidentiality as required.

Learn and use a variety of computer software programs, including word processing, data processing and accounting programs.

Safely operate basic office equipment.

Communicate clearly and concisely, both orally and in writing.

Prepare clear and concise reports.

Perform mathematical computations with accuracy.

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

Experience:

One year of increasingly responsible clerical experience.

Education:

High school diploma or GED equivalent.

Additional Requirements:

Possession of a valid California driver's license.

Proficiency in the use of word processing software in common use in local government, such as Corel WordPerfect and Microsoft Word.

TYPICAL WORKING CONDITIONS

Work is performed in a normal office environment. Tasks may involve extended periods of time at a keyboard or workstation.

TYPICAL PHYSICAL REQUIREMENTS

Requires the mobility to work in an office environment. Requires the ability to sit at desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; use hands to finger, handle or feel objects, tools or controls; lift and/or move objects and materials of up to 25 pounds in weight. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.