



## Job Description

<b>Title: Senior Office Assistant</b>	<b>FLSA Status: Non-Exempt</b>	<b>Created:</b>
<b>Supervisor: Administrative Services Manager or Senior Accountant</b>	<b>Supervises: N/A</b>	<b>Revised:</b>
<b>Job Family: Police Services or Administrative Services</b>	<b>Bargaining Unit: Clerical</b>	<b>Approved:</b>

### JOB SUMMARY:

Under the direction of the Administrative Services Manager or Senior Accountant, perform a variety of diversified clerical and record-keeping duties in support of an assigned office or program; answer phones and greet and assist staff and visitors.

### DISTINGUISHING CHARACTERISTICS:

The Senior Office Assistant classification provides diversified clerical support to an office, requiring an understanding of a process or functional area and performs specialized and complex clerical duties requiring independent judgment and knowledge of designated policies, procedures and regulations. The Office Assistant classification is the entry-level classification in the Office Assistant series and provides an opportunity to learn the terminology, processes and operations of an assigned office. Incumbents provide general and varied clerical support to an office and typically work under immediate supervision.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform a variety of diversified clerical duties in support of an assigned department including typing, filing, duplicating and distributing materials.
- Compile information and prepare and maintain a variety of records and reports related to assigned programs and activities; review and verify accuracy and completeness of various documents; establish and maintain filing systems; verify and process forms and applications as needed.
- Assist in typing letters, lists, memoranda, bulletins, reports, requisitions, flyers, forms or other materials from detailed or rough copy; compose routine correspondence; proofread completed typing assignments.
- Serve as receptionist, answering telephone calls and directing calls to appropriate personnel; take and relay messages as appropriate.
- Receive, greet and direct visitors; respond to inquiries and provide a variety of general information to personnel and the general public related to department or program activities, policies and procedures.
- Perform customer service duties including assisting customers in person, via email and by telephone, receiving and providing customer service information, preparing and processing billings and maintaining related records and files.
- Receive and process monies and payments for City related services including utility billings, licenses, permits, background checks or other services as assigned; balance and reconcile cash drawers and accounts; process adjustments, transfers, notices, refunds as appropriate.
- Input data into an assigned computer system; maintain automated records; generate computerized lists and reports as requested; review input and output data for accuracy.
- Receive, sort and distribute mail; prepare and distribute informational packets and mailings as directed.
- Operate a variety of office equipment including a computer and assigned software.
- Communicate with personnel and outside agencies to exchange information and resolve issues or concerns; receive and review citizen concern forms.
- Monitor inventory levels of office supplies; order, receive and maintain inventory of office supplies.
- Schedule and arrange appointments, conferences and meetings as directed; maintain calendars.
- Process purchase orders and invoices as assigned; monitor office or program expenditures; maintain auditable records.

### OTHER DUTIES:

Senior Office Assistant

- Perform related duties as assigned.
- May operate a two-way radio as assigned.
- May serves as cashier, accepting check and cash payments for a variety of City services.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Knowledge of:**

- Modern office practices, procedures and equipment.
- Policies and objectives of assigned service programs and activities.
- Record-keeping and report preparation techniques.
- Telephone techniques and etiquette.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Operation of a computer and assigned software.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Basic math including addition, subtraction, multiplication and division.

#### **Ability to:**

- Perform a variety of diversified clerical and record-keeping duties in support of an assigned office.
- Answer telephones and greet the public courteously.
- Learn, interpret, apply and explain applicable laws, codes, rules and regulations.
- Maintain records and prepare reports.
- Type or input data accurately.
- Operate a variety of office equipment including a computer and assigned software.
- Understand and follow oral and written directions.
- Establish and maintain cooperative and effective working relationships with others.
- Communicate effectively both orally and in writing.
- Complete work with many interruptions.
- Prioritize work to meet deadlines.
- Receive, sort and distribute mail.
- Add, subtract, multiply and divide quickly and accurately.

#### **Education and Experience:**

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

- Graduation from high school or equivalent GED.
- Two years general clerical experience.

### **WORKING CONDITIONS:**

#### **Work Environment:**

- Indoor/Office environment.
- Fast-paced environment with changing priorities.

#### **Physical Demands:**

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information in person and on the telephone.
- Sitting or standing for extended periods of time.
- Seeing to read a variety of materials.
- Bending at the waist, kneeling or crouching to file materials.

**Hazards:**

- Contact with dissatisfied or abusive individuals.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.