

OFFICE ASSISTANT

Position Code: 1440

WC Code: 8810

FLSA Status: Non-Exempt

Pay Grade: 345

Departments: Various

Approval Date: 2023

General Statement of Duties

Performs a variety of secretarial, clerical and office support duties in a department, division or other organizational unit of the Town.

Distinguishing Features of the Class

An employee in this class performs a variety of secretarial and clerical support duties. Work includes serving as the initial point of public contact, operating the reception function, relaying information, performing work process, composition or data entry work and records management and files maintenance functions. The employee is expected to have a general understanding of the work unit and its services to respond to routine inquires; non-routine questions or situations are referred to other. Specific oral and/or written instructions are available to apply to most work situations. Work uses automated systems to perform the duties and tasks. Work is performed under regular supervision and is evaluated through observation, conferences and the quality and effectiveness of work completed.

Duties and Responsibilities

Answers telephone and greets visitors; directs calls or visitors and give simple information based on the type of request.

Takes and processes work orders and requests for services from the Town.

Receives and delivers mail.

Screens mail, documents and other materials and routes according to general knowledge of the work unit's operations and key personnel.

Reviews and verifies documents to ensure that information is provided and correct.

Compiles information using standardized forms or specific instructions.

Performs data entry to maintain a variety of data bases, calculate bills and generate reports.

Types letters, reports and other materials; types rough drafts from handwritten or other marked copy.

Types information such as names, addresses, cards and other items where the information is extracted from routine sources or specific instructions.

Proofreads materials for typographical or spelling errors.

Enters correct information onto forms or form letters to fit varying situations.

Answers requests for information, usually from visitors or the general public who use the Town's services.

Creates records by posting general program activity on established forms, files and other record keeping devices.

Places materials and records in alphabetical or numerical order for proper filing into the appropriate record keeping system.

Operates two-way radio to communicate with field personnel.

Assists maintenance team with linens.

Performs other duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Working knowledge of office practices and procedures.

Working knowledge of grammar, spelling and vocabulary.

Working knowledge of the use and care of personal computers and related software and hardware peripherals.

Skill and accuracy in the use of standard office equipment.

Ability to communicate effectively in person and by telephone.

Ability to be tactful and courteous.

Ability to schedule appointments and meetings based on general oral or written instructions.

Ability to follow oral and written instructions and procedures.

Ability to keyboard and perform work processing or data entry tasks with accuracy at the speed required by the particular program or position utilizing the services of this role.

Ability to organize and apply filing and coding systems and to arrange and place records, reports and files into a proper sequence.

Ability to compile data and information for reports or internal working data and statistics.

Ability to establish and maintain effective working relationships with the general public and other employees.

Ability to proof own records and data.

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, stand, sit, walk, use hands to grasp, handle, feel, talk, and hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. This position involves sedentary work requiring the employee to exert up to 10 pounds of force occasionally; and/or a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to work with data and figures, do some accounting tasks, operate a computer terminal and do extensive reading.

Minimum Education and Experience

High School Diploma or GED, and one to two years of experience in administrative duties with an emphasis on public contact; or an equivalent combination of education and experience.