

# CITY OF SIMI VALLEY

## OFFICE ASSISTANT I OFFICE ASSISTANT II

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under supervision (Office Assistant I) or general supervision (Office Assistant II), performs a wide variety of clerical and administrative duties in support of an assigned area; responds to requests from the general public; and types various documents and verifies data for accuracy.

This is a broad classification with individual positions assigned to specific functional areas; duties and assignments may overlap depending on the operational needs of the department and staffing levels.

### **DISTINGUISHING CHARACTERISTICS**

**Office Assistant I** – This is the entry level class in the Office Assistant series. This class is distinguished from the Office Assistant II by the performance of the more routine tasks and duties assigned to positions within the series including typing, filing and answering the phone. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.

**Office Assistant II** – This is the full journey level class within the Office Assistant series. Employees within this class are distinguished from the Office Assistant I by the performance of the full range of duties as assigned including responding to requests for information relative to area of assignment and providing assistance to other staff on projects that require knowledge of the work unit. 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 of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, have prior experience.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Perform a wide variety of clerical duties in support of an assigned function; type, copy and file various reports.
2. Prepare, type, word process and proofread a variety of documents including general correspondence, reports, memoranda and statistical charts.
3. Maintain accurate and detailed files, logs, manuals and records; verify accuracy and maintain confidentiality of information; research files for staff as requested.
4. Respond to requests from the general public on the phone and in person in a courteous manner; provide information on departmental and City policies and procedures as required.
5. Serve as a receptionist; screen all incoming telephone calls; transfer and direct calls to appropriate staff; take messages as necessary.

**CITY OF SIMI VALLEY**  
**Office Assistant I/II (Continued)**

6. Receive, screen, sort and distribute incoming mail; prepare outgoing mail and special packages.
7. Operate a variety of office equipment including a multi-line phone, copier, facsimile machine, telephone switchboard and computer.
8. Perform basic clerical accounting functions as required; enter payroll and purchase order information into the financial system; track time logged and sick leave.
9. Compile information and data for reports, agendas and schedules.
10. Assist in records management for the assigned department; file, scan, audit and prepare for record destruction.
11. Perform a variety of data entry functions; input data from various sources; ensure data is accurate.
12. Transmit, receive and maintain logs of fax communications for all divisions.
13. Provide assistance at the front counter; may collect cash and issue receipts; balance cash received.
14. Maintain and order office supplies; stock and distribute equipment for assigned program; submit requests to higher level staff for approval.
15. Oversee, train and schedule volunteers or temporary staff in area of assignment.
16. Provide clerical support on special projects, as assigned.
17. Attend and participate in support staff group meetings as required.
18. Perform related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

Office procedures, methods, and equipment including computers and applicable software applications.  
Principles and procedures of record keeping.  
Principles and procedures of data entry.  
Principles and practices of proper phone etiquette.  
English usage, spelling, grammar and punctuation.  
Principles and procedures of telephone switchboard operation.  
Basic clerical accounting functions.

**Ability to:**

Perform a wide variety of clerical duties in support of an assigned function.  
Respond to requests and inquiries from the general public.  
Type at a speed necessary for successful job performance.  
Maintain accurate records and files.  
Perform data entry and retrieval functions.  
Maintain tact and courtesy in a high stress environment.  
Multi-task.  
Receive calls and direct to appropriate staff.  
Operate a telephone switchboard efficiently and effectively.

Perform various clerical accounting functions and utilize the City's ERP system.  
Operate office equipment including computers and supporting software applications.  
Maintain confidentiality when working with sensitive information.  
Provide guidance to volunteers and/or temporary employees.  
Work independently in the absence of supervision.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Office Assistant I**

**Education/Training:**

Equivalent to the completion of the twelfth grade.

**Experience:**

Some general clerical experience is desirable.

#### **Office Assistant II**

**Education/Training:**

Equivalent to the completion of the twelfth grade.

**Experience:**

One year of general clerical experience related to assigned area and at a level comparable to an Office Assistant I with the City.

#### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Standard office setting; exposure to computer screens.

**Physical:** Sufficient physical ability to work in an office setting and operate office equipment; sit or stand for prolonged periods of time; use of ladder to retrieve or store files; light to moderate lifting may be required.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

**Hearing:** Hear in the normal audio range with or without correction.

Adopted: June 2003  
Johnson & Associates

Revised: July 2016