



Job Description

OFFICE ASSISTANT III

DEFINITION

Under general supervision, performs a variety of complex and responsible duties requiring considerable program knowledge; provides information to the public relative to the activities of the assigned department; performs related duties as required.

CLASS CHARACTERISTICS

The Office Assistant III class is distinguished from lower levels of the Office Assistant series by its responsibility for more complex duties and specialized knowledge of departmental activities. The Office Assistant III classification may be utilized in various City departments.

EXAMPLES OF DUTIES

Depending upon assignment, duties may include, but are not limited to, the following:

1. Assumes responsibility for a specific clerical function or specialized unit where knowledge of the work unit is fundamental and where its impact on the public is substantive.
2. Performs complex clerical/technical work involving the analysis of a variety of source materials, considerable knowledge of policies and procedures, and working knowledge of applicable regulations to complete work or assist subordinates; performs related arithmetic calculations.
3. Recommends and assists in implementing office programs and clerical systems, procedures and policies.
4. Receives and responds to inquiries from other City departments or the public; uses judgment in providing technical assistance or referring to the appropriate party; explains laws, policies, and procedures pertinent to City operations.
5. Sorts, files, processes, and/or coordinates the preparation of a variety of documents; may compile a variety of narrative or statistical reports regarding work unit activities; may prepare and maintain fiscal records.
6. Prepares correspondence from written or recorded sources, takes dictation, schedules appointments.

QUALIFICATIONS/GUIDELINES

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance. Example combinations include graduation from high school, or equivalent, and three years of related, progressively responsible clerical work requiring the application of policies and procedures.

Knowledge, Skills and Abilities

Considerable knowledge of office methods and practices; organization, function, policies and procedures of the assigned and related work units; office equipment operation. Working knowledge of related laws, ordinances, rules, and regulations. Skill in the operation of a variety of office equipment, including typewriter operation and word processing equipment. Ability to use judgment in the application of department policies and procedures; coordinates the work of others involved in



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related activity; works effectively in the absence of supervision; communicates effectively both orally and in writing; explains related laws, ordinances, rules and regulations, policies and procedures; uses correct English grammar, punctuation, and spelling, and edits for inconsistencies in grammar, punctuation, and spelling; establishes and maintains cooperative working relationships.

SPECIAL REQUIREMENTS

Possession of or ability to obtain an appropriate California driver's license and a satisfactory driving record.

ESSENTIAL ELEMENTS

Physical Demands

Sitting, standing, walking, reaching, grasping, lifting, manual dexterity, clear speech-complex, clear-seeing, and driving (car).

Stress Factors

Ability to assist the public, staff and elected officials. Ability to interpret and explain actions to the public and City Council.

Work Environment

Considerable work with the public and staff; verbal contact, face-to-face and telephone.

Mental Requirements

Reading complex, writing complex, perception/comprehension and judgment.

Equipment

Computers, keyboards, telephones, calculators, photocopiers, postage machine, facsimile machines, typewriters, various computer printers.