

Title: Office Assistant I
PG: 17
Status: Civil Service
Position Reports to: Designated Supervisor
Department: Various

Class Code: 6087
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is entry level administrative support position that involves general clerical duties. Work may involve answering telephones, making appointments and referrals; keyboarding correspondence, reports and forms; filing; various computer applications, and providing general customer service. Work is performed under direct supervision. Some latitude in work methods is permitted, but within well defined guide lines.

ESSENTIAL FUNCTIONS:

The following examples do not necessarily identify duties performed by any single incumbent. The information is intended to be descriptive of the responsibilities of the classification

1. Answers customers inquiries and directs them to the appropriate person or department.
2. Files a record report and performs other related clerical work as assigned.
3. Types and/or reproduces report, forms, correspondence, checks, and other materials.
4. Proofreads all work for accuracy and neatness.
5. Answers telephone, takes messages and directs incoming calls appropriately.
6. Greets and refers visitors.
7. Makes postings to various departmental records.
8. Receives, classifies and routes incoming and outgoing mail.
9. Operates computer, calculator, copier, facsimile and/or other office equipment.
10. Transcribes information from audio tape video.

ADDITIONAL RESPONSIBILITIES:

1. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of modern office procedures and methods.
2. Knowledge of business English, grammar, punctuation, spelling, document styles and arithmetic, and book keeping.
3. Skill in the operation of personal computers, standard office machines and equipment.
4. Ability to answer telephones and greet the public in a friendly and courteous manner.
5. Ability to communicate effectively both verbally and in writing, and to request clarification when needed.
6. Ability to establish and maintain effective working relationships with supervisors, co-workers, employees and the general public.

WORKING ENVIRONMENT/CONDITIONS:

Requires mostly sedentary work that will involve walking or standing some of the time, lifting up to 10 pounds on a recurring basis, and routine keyboard operations.
Environmental exposures may include bright/dim lights.
The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, and texture perception.

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QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. High school diploma or its equivalent.
2. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

SPECIAL REQUIREMENTS:

1. Must be required to possess a valid state of Florida driver's license.
2. May be required to maintain a valid home telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.