

**Title:** Office Assistant II  
**PG:** 22  
**Status:** Civil Service  
**Position Reports to:** Designated Supervisor  
**Department:** Various

**Class Code:** 6088  
**Date:** 09/08

**GENERAL DESCRIPTION OF CLASS:**

Work involves moderately difficult clerical tasks that may involve answering telephones, making appointments and referrals, typing correspondence, reports and forms, filing, operating computer programs and providing receptionist support. May perform secretarial work for a designated supervisor or work group. The incumbent may supervise lower level employees. Work is performed under direct supervision. Some latitude in work methods is permitted, but within well-defined guidelines and controlling precedents.

**ESSENTIAL FUNCTIONS:**

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

1. Answers telephone and performs the duties of a receptionist or telephone switchboard operator or is the backup for such a position. Takes messages and directs incoming calls appropriately.
2. Files records and reports and performs other related clerical work as assigned.
3. Prepares or assists in the preparation of documents such as letters, reports, purchase orders, and other material from copy, draft, and machine recordings. Proofreads all work for accuracy and neatness.
4. Receives, classifies and routes incoming and outgoing mail.
5. Operates computer, calculator, copier, facsimile and/or other office equipment.
6. Orders office supplies and materials.
7. Arranges for meetings and conferences and may take notes.
8. Develops, maintains and posts to organizational files and records along with performing follow-up activities related to files and/or records.
9. Coordinates some office functions with other City departments.

**ADDITIONAL RESPONSIBILITIES:**

1. May take and transcribe dictation, type letters, statements, narrative and statistical reports, minutes and agendas.
2. May assist other employees through training and advice as needed.
3. Performs related work as required.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Knowledge of office procedures and methods.
2. Knowledge of business English, grammar, punctuation, spelling, document styles, arithmetic and book keeping procedures.
3. Knowledge of filing systems and the ability to establish appropriate and efficient filing systems.
4. Skill in the operation of personal computers, other office machines and dictation equipment.
5. Ability to establish and maintain effective working relationships with supervisors, co-workers, other City employees and the general public.
6. Ability to communicate effectively both verbally and in writing, and to request clarification when needed.
7. Skill in taking shorthand or speed writing or transcribing dictation which has been recorded.

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**WORKING ENVIRONMENT/CONDITIONS:**

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations. Reaching, bending, and stooping may be required when filing or operating office equipment. The job risks to exposures may include dusts, pollen, bright, dim light, and loud noises. The job requires normal visual acuity, field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

**QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):**

1. High school diploma or its equivalent including or supplemented by courses in abbreviated writing or the use of dictation equipment and personal computers.
2. Two (2) years of directly related experience to the area of responsibility assigned.
3. An equivalent combination of education and experience considered to be directly related to the foregoing specific requirements may be substituted.

**SPECIAL REQUIREMENTS:**

1. May be required to accurately keyboard at a minimum rate of 50 words per minute.
2. May be required to possess and maintain a valid state of Florida driver's license.
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.