

**Title:** Office Associate II  
**PG:** 29  
**Status:** Civil Service  
**Position Reports to:** Designated Supervisor  
**Department:** Various

**Class Code:** 6090  
**Date:** 09/08

**GENERAL DESCRIPTION OF CLASS:**

This is an administrative support position responsible for advanced clerical work. Work may involve processing documents and data, informing the general public on policies, processes programs and procedures, along with maintaining associated records. Work may also involve reporting related statistics, processing data, maintaining computer files, proofing data, referencing, and retrieving data, and performing secretarial duties for professional staff and the department head. Work requires the exercise of initiative, independence and discretion in handling delegated administrative details and performing various clerical duties. Work is reviewed through observation, conversation and analysis of reports and results achieved.

**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, interviews and provides information concerning procedures, policies, requirements, processes and or questions regarding areas of assignment.
2. Initiates and processes documents, develops necessary description of requirements, arranges advertisements, and assists in various testing.
3. Prepares correspondence, maintains detailed documentation on actions which may encompass legal ramifications.
4. Enters, codes, and processes information into database; maintains computer files, and documents; prepares reports; calculates payments and maintains associated files and records.
5. Assists in preparing agendas for meeting and conferences; instructs employees on the proper methods performing routine to moderately complex clerical work; informs clerical personnel of changes in office policies, procedures and rules; relays instructions and messages.
6. Orders supplies and equipment; verifies documents, reports for accuracy and conformance to policies and standards
7. Interviews, screens and refers callers; answers various inquiries personally and provides information on departmental services and functions; maintains appointment schedules.
8. Compiles and completes data for administrative and public reports, bulletins, questionnaires and other documents; prepares moderately complex work sheets and tables from standardized raw data; makes varied arithmetical computations on material assembled; establishes and maintains filing systems.

**ADDITIONAL RESPONSIBILITIES:**

1. May assign work; provide training and/or orientation to other clerical employees.
2. May attend meetings and conferences to furnish information and/or take notes.
3. May supervise and/or assist and advise other employees.
4. Performs related work as required.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Knowledge of business English, spelling and punctuation; office practices and procedures including various computer software applications.
2. Skill in operating computers, typewriters and standard office equipment.
3. Ability to make arithmetic computations and tabulations rapidly and accurately.
4. Ability to readily acquire and make minor decisions from working knowledge of applicable regulations and related division policies and procedures.

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5. Ability to communicate with the public, employees and officials tactfully and courteously and to establish and maintain harmoniously working relationships with other employees.
6. Ability to design reports in response to specific tasking with a minimum of supervision.
7. Ability to solve problems logically and expeditiously.
8. Ability to develop, layout and implement clerical procedures and operations from general instructions and to coordinate the work of other clerical employees.
9. Ability to prepare and maintain correspondence, reports, records and to perform routine office management details without referral to a supervisor.
10. Ability to prioritize work to meet time constraints.

**WORKING ENVIRONMENT/CONDITIONS:**

Requires sedentary work that involves walking or standing some of the time exerting up to 35 pounds of force on a recurring basis. Routine keyboard operations required. May be required to lift up to 50 pounds and walk long distances.

The job risks exposure to pollen, dust, bright/dim lights and loud noises.

The job requires normal visual acuity, field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception and good manual dexterity.

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

1. High School diploma or its equivalent.
2. Five (5) years of experience performing progressively more complex secretarial/clerical duties.
3. 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 possess and maintain a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. May be required to accurately keyboard at the rate of 50 words per minute.
4. 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.