

**Title:** Office Associate I - Cleveland Heights  
**PG:** 24  
**Status:** Non-Civil Service  
**Position Reports to:** Designated Supervisor  
**Department:** Parks & Recreation

**Class Code:** 608909  
**Date:** 09/08

### **GENERAL DESCRIPTION OF CLASS:**

This is responsible work involving office support duties. This is a responsible position that involves considerable independent judgment and may include supervisory responsibilities. Duties include answering telephones, making appointments, and referrals, typing correspondence, forms, reports and statistical data, filing, scheduling appointments, conducting office supplies inventory, and providing receptionist support. Job task problems involving departure from established rules and policies are reviewed with superiors for final decision, but normally employees develop their own procedures and carry work through to completion. May supervise a lower level employee, but in all cases will mentor and develop less skilled employees.

### **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 customers inquiries and directs them to the appropriate person or department.
2. File records, reports and performs other related clerical work as assigned.
3. Composes and types correspondence, reports minutes, and data from agendas, drafts and/or machine recordings. Proofreads all work for accuracy and neatness.
4. Conducts inventory of office supplies and makes purchasing arrangements.
5. 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.
6. Makes postings to various departmental records and files records and reports.
7. Operates computer, calculator, copier, facsimile and/or other office equipment.
8. Develops filing systems and procedures. Sorts, alphabetizes and files material.
9. Receives office visitors and telephone calls.
10. Acts as a receptionist and gives information and directions to visitors.
11. Arranges for meetings and conferences.
12. Inputs invoices into computer software financial system.
13. Conducts inventory of office supplies and may replenish supplies through ordering and direct purchasing.

### **ADDITIONAL RESPONSIBILITIES:**

1. Mentors other employees, providing training and assistance as needed.
2. May perform payroll duties and/or make travel arrangements.
3. May receive and resolve or refer citizens' complaints or requests for information.
4. Coordinates some office functions with other City departments.
5. Performs related work as required.

### **KNOWLEDGE, SKILLS & ABILITIES:**

1. Knowledge of filing systems and the ability to develop appropriate and efficient systems and procedures.
2. Through knowledge of office procedures and methods.
3. Through knowledge of departmental rules, regulations and procedures.
4. Working knowledge of business English, grammar, punctuation, spelling, document styles and arithmetic, office practices and procedures, and departmental rules and regulations.
5. Skill in the operation of personal computers, other office machines and equipment.
6. Skill in answering telephones appropriately and greet the public in a friendly and courteous manner.
7. Skill in communicating effectively both verbally and in writing.

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8. Ability to request clarification when needed.
9. Ability to establish and maintain effective working relationships with supervisor, co-workers, other City employees and the general public.
10. Ability to understand and carry out oral and written instructions, as well as give instructions to others as required.
11. Ability to manage several tasks simultaneously.

**WORKING ENVIRONMENT/CONDITIONS:**

Generally requires sedentary work that involves walking or standing some of the time exerting up to 10 pounds of force on a recurring basis. Routine keyboard operations required.

The job risks exposure to bright/dim light.

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. Graduation from High School or its equivalent.
2. Three (3) years of directly related clerical experience.
3. An equivalent combination of education and experience directly related to the foregoing specific requirements may be substituted.

**SPECIAL REQUIREMENTS:**

1. May be required to possess and maintain a valid state of Florida driver's license.
2. May be required to maintain a valid home telephone number.
3. May be required to accurately keyboard at a minimum 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.