

CSC Adopted: September 2001, CSC Revised: June 2014;  
 CSC Revised: September 2016

**Class Title: Office Assistant**

**BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Performs clerical duties for the department. Provides customer service, updates the bulletin board and orders brochures for the information counter. Reconciles and enters work into a computerized work management system.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Provides customer service by answering and directing phone calls, greeting and assisting visitors, relaying information, investigating and resolving issues and providing directions to walk-in customers.
2	S	Performs clerical duties by taking attendance, assisting new employees, processing various paperwork, interpreting city policy, placing barcodes on materials and linking items to database, entering data into the computer, compiling statistical reports, computing fees, monitoring inventory and restocking supplies, calling vendors to obtain specifications on large purchases, receiving and relaying information, retrieving data, processing paperwork, document distribution, posting and updating a variety of information, composing correspondence, assisting with payroll, posting training for employees, filing and maintaining records, opening, sorting and processing incoming and outgoing mail, receiving and distributing supplies, running errands and making deliveries, updating the bulletin board and ordering brochures for the information desk.
3	L	Performs related duties by scheduling programs, applying barcodes to media and equipment, inspecting items for damage and determining how to categorize the materials. Coordinates and participates in activities, cleans, decorates and sets up equipment as specified.

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**CLASS REQUIREMENTS:**

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Formal Education / Knowledge	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	No experience required.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read directions, brochures, bulletin board and maps.
Math	N/A
Writing	Work requires the ability to write messages, directions and orders.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Job has no responsibility for the direction or supervision of others.
Complexity	Normal tasks require use of definite procedures, with little deviation. Work requires little analysis or judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, and sales representatives.

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**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	Light X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Providing directions
Sitting	F	Answering telephones, desk work
Walking	R	To office equipment
Lifting	R	Books
Carrying	R	Books
Pushing/Pulling	N	
Reaching	N	
Handling	O	Paperwork
Fine Dexterity	C	Computer keyboard, telephone pad
Kneeling	R	Retrieving supplies from lower shelves
Crouching	O	Retrieving supplies from lower shelves
Crawling	N	
Bending	R	Filing in lower drawers
Twisting	O	From computer to telephone
Climbing	N	
Balancing	N	
Vision	C	Reading, computer monitor
Hearing	C	Communicating with personnel and on telephone
Talking	C	Communicating with personnel and on telephone
Foot Controls	N	
Other (specify)	N	

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**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Telephone, copier, fax machine, computer, Standard Microsoft windows and office software, calculator, office supplies

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

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NON-PHYSICAL DEMANDS	
Time Pressures	R
Emergency Situations	R
Frequent Change of Tasks	R
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	R
Noisy/Distracting Environment	O
Other (see 3 below)	N

- (3)