

## OFFICE ASSISTANT I

### DEFINITION

Under supervision, performs a variety of general clerical duties in support of agency goals and objectives. Assists and informs public about departmental policies, procedures and programs. Positions in this class perform routine clerical and customer service duties where conclusions and problem solving are based on practical application of established procedures and policies. Performs other duties and responsibilities as required.

ESSENTIAL FUNCTION STATEMENTS – *Essential duties may include, but are not limited to the following:*

### Essential Functions:

1. Answer phones/switchboard and greet visitors in a professional, tactful and efficient manner in order to present positive image of the Housing Authority. Coordinate scheduling of appointments. Respond to inquiries and provide general information to the public regarding Housing Authority policies, procedures and programs. Distribute and explain forms.
2. Type, prepare and proofread a variety of routine documents including general correspondence, e-mails and reports from rough drafts or oral instructions. May design and compose routine information for standard forms and documents. May prepare meeting minutes and agendas.
3. Prepare a variety of forms such as invoices, work orders, records of transactions, requisitions and purchase orders; verify data for accuracy and submit to supervisor.
4. Perform routine office duties including data-entry, copying, and scanning documents.
5. Maintain records and files to ensure accurate and current information is readily available.
6. Efficiently operate modern office equipment such as computers, document imaging system, phone system, copiers and facsimile machines.
7. Process the mail including receiving, sorting and distributing incoming and outgoing correspondence and maintenance of mailing lists.
8. Interact with co-workers, clients and Agency contacts in a professional, tactful and courteous manner, ensuring excellent customer service is delivered.

### QUALIFICATIONS

#### Knowledge of:

- Basic office practices and procedures including standard office filing systems, record keeping practices, reference sources, and telephone etiquette.
- Basic mathematics (addition, subtraction, multiplication and division) used to calculate purchase orders, invoices, and to compile data.
- Basic grammar skills and principles of business correspondence.

#### Ability to:

- Type with acceptable speed and accuracy for successful job performance.
- Operate computer and other modern office equipment.
- Answer routine questions and tactfully present rules, regulations and procedural information.
- Perform clerical work of average difficulty according to established procedures.

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- Follow written and oral instructions; communicate clearly both orally and in writing.
  - Learn the specific clerical operations and equipment necessary to perform duties of the position.
- License Requirements:
- A valid Class C Driver's License may be required.

**Experience and Training Guidelines**

*Any combination of experience, training or education that would likely provide the required knowledge and abilities is qualifying. Ability to speak Spanish is desirable. A typical way to obtain the knowledge and abilities would be one year general clerical experience including experience working with the public.*

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment, work with computers.

**Physical Conditions:**

- Ability to maintain physical condition appropriate to performance of assigned duties which may include sitting or standing for extended periods of time, frequent walking, bending, stooping, typing and operating assigned equipment and occasional lifting of objects weighing up to 25 lbs.
- Ability to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing and operating assigned equipment.

**CAREER LADDER/DEVELOPMENT INFORMATION**

Experience gained by incumbents of positions in this class may develop some of the knowledge, skills or abilities necessary to qualify for the classifications of Office Assistant II and Administrative Assistant.

**JOB COMPARABLE**

Office Specialist II, City of Santa Barbara