



OFFICE ASSISTANT

DEFINITION

Under general supervision, performs prompt, courteous, and reliable receptionist duties, greeting visitors and the public at a central reception area; answers and screens phone calls; answers questions and provides information and forms to visitors as appropriate; routes visitors and inquiries to appropriate staff and/or department; provides general office support including processing incoming and outgoing mail, scanning documents, word processing, data entry and organization, records management, and filing; performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is an administrative support classification responsible for performing a wide variety of reception, customer service, and clerical support duties. Incumbents serve to relieve the supervisor of performing administrative detail work and are expected to function with minimal direct oversight. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and Authority activities, and extensive public contact. This class is distinguished from the Senior Office Assistant in that the latter provides technical and functional work direction to lower-level support staff and is responsible for the more complex administrative and clerical support work.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs general front lobby/reception duties; greets, receives, and screens visitors and telephone calls; responds to emails; takes messages, directs callers and visitors to the appropriate office or person, and/or provides factual information regarding Authority programs, activities, and functions; assists in interpreting and applying policies, procedures, rules, and precedents in response to inquiries and complaints.
- Receives, opens, time stamps, sorts, and distributes all incoming mail and parcels; sorts and distributes mail to appropriate persons; maintains and processes outgoing mail.
- Maintains lobby in an organized manner; prints resources and housing program forms/packets; ensures resources are stocked and available, monitors inventory, and orders necessary supplies.
- Receives, verifies, and performs a limited review of a variety of time sensitive and/or confidential forms and documents, records, and files; routes forms and documents to appropriate staff with care taken in ensuring that time-sensitive mail is distributed promptly; maintains security of confidential information.
- Performs a wide variety of clerical duties to support departmental and Authority operations, including word processing, data entry and organization, processing mass mailings, records management, restocking supplies, and filing.

- Prepares a variety of forms such as invoices, work orders, records of transactions, requisitions and purchase orders; verifies data for accuracy and submits to supervisor.
- Types, formats, and proofreads a variety of routine documents and correspondence including reports, letters, documents, flyers, brochures, and memoranda; checks drafts for punctuation, spelling, and grammar; suggests corrections.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable department and Authority policies and procedures relevant to assigned area of responsibility.
- Basic principles of record keeping.
- Modern office practices and procedures, including the use of standard office equipment and computer applications.
- Basic arithmetic.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform reception and office support work with accuracy, speed, and general supervision.
- Respond to and effectively prioritize multiple phone calls, emails, and other requests for service.
- Organize, maintain, and update office database and records systems.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Maintain confidentiality.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in interactions with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations.
- Learn and understand the organization and operation of the Authority and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from the twelfth (12th) grade and one (1) year of general clerical experience involving public contact.

Licenses and Certifications:

➤ None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

N/A

I have read and understand the contents of my class description.

Signature

Date