

Definition: To perform a wide variety of responsible clerical and secretarial work in support of assigned mid-management and supervisory staff; to type and proofread a variety of documents and correspondence; to provide information and assistance to the public regarding applicable policies and procedures; and to perform a variety of secretarial tasks relative to assigned area of responsibility.

Distinguishing Features: This is the advanced journey level class in the Office Assistant series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including the provision of secretarial and advanced clerical support for a division of significant size. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

Essential Duties: Depending upon assignment, the duties of a Senior Office Assistant include:

- Preparing, typing, word processing and proofreading a variety of documents including general correspondence, agenda items, reports, memoranda and statistical charts from rough draft or verbal instruction; collecting and consolidating data for the preparation of reports.
- Answering the telephone; determining nature of request; screening and routing calls to appropriate personnel; responding to complaints or inquiries; providing information on departmental and City policies and procedures as required.
- Providing assistance on special projects and programs; promoting program goals and objectives; preparing various reports as assigned.
- Serving as a radio dispatcher for emergency and non-emergency requests including sewer back up and water service breaks.
- Performing a wide variety of general clerical work including the maintenance of accurate and detailed files, logs, rosters, manuals, documents and records; verifying accuracy of information; researching files as requested.
- Creating and maintaining accurate schedules and calendars for assigned activities; coordinating meetings with assigned staff; reserving time and meeting places as needed.
- Providing and maintain essential accounting and budgeting functions; maintaining accounts and supporting records of financial transactions; receiving financial records to appropriate staff.
- Reviewing data in financial reports; reconciling records and reporting problems or discrepancies to appropriate Finance staff.
- Preparing and maintaining budget preparation documents and information to support budget work; receiving and reviewing budget documents for completeness.
- Monitoring procurement functions to ensure there are adequate funds available in the budget; ensuring all accounting debits are correct.
- Preparing notices for advertisement for capital purchases; assembling specification for capital projects; coordinating printing and publication of plans and specifications.
- Preparing vehicle/equipment purchase documents; collecting product availability, pricing and delivery options from vendors and purchasing agents.
- Operating office equipment including copiers, facsimile machines and computers; making copies of specific documents and distributing to appropriate personnel as requested.
- Receiving, sort and distributing incoming and outgoing correspondence and mail; providing responses as necessary or requested according to established policies and procedures.

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- Attending and participating in staff and group meetings; taking and transcribing notes for assigned committees; organizing and coordinating meetings.
- Performing related duties and responsibilities as required.

Special Requirements: Essential functions require maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboard; near visual acuity to prepare and review correspondence and other documentation.

Minimum Qualifications:

Knowledge of: Secretarial and administrative support practices and techniques; basic principles of accounting; basic business letter writing and basic report preparation techniques; modern office procedures, methods and computer equipment; principles and procedures of record keeping and filing; operations and activities of assigned area; practices used in minute taking and preparation; English usage, spelling, grammar and punctuation and basic mathematical principles.

Ability to: Perform responsible clerical and secretarial work within assigned area; maintain appropriate records and compile information for reports; create and maintain accurate schedules and calendars; type and/or enter data on a computer at a speed necessary for successful job performance; take and transcribe dictation at a speed necessary for successful job performance; operate a variety of office machines including a computer; respond to requests and inquiries from the general public; perform routine mathematical calculations; understand and carry out oral and written directions; work independently with minimal supervision; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work

Experience and Training Guidelines:

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

Education: Equivalent to the completion of the twelfth grade. Additional education beyond the high school level is desirable.

Experience: Three years of increasingly responsible clerical and secretarial experience.

License: Must possess and maintain a valid CALIFORNIA Operator's license issued by the Department of Motor Vehicles and a satisfactory driving record.