

CITY OF HUNTINGTON PARK
CLASS SPECIFICATION

OFFICE ASSISTANT II

Civil Service Status: Competitive	Bargaining Unit: General Employees' Association
Probationary Period: One Year	Approved by City Council
Classification Series: Support Staff/Secretarial Office Series	Resolution No.:
FLSA Status: Non-Exempt	

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.

DEFINITION

Under general supervision, this experienced position performs a wide range of moderately difficult and routine clerical/operational support involving word processing, typing tasks, record keeping, data gathering and entry with established guidelines; assumes significant functional responsibilities directly related to the department assigned, assists the public by answering inquiries and complaints, and other regularly performed tasks which support the function of an office and department; and performs other related work as required.

EXAMPLE OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Performs administrative support duties related to assigned department;
- Types or word processes letters, memos, reports, agendas, minutes, forms, lists or other written material by using a typewriter or personal computer from rough drafts, hand-written material, tape, or verbal instructions and makes appropriate spelling, grammatical, punctuation corrections, and/or revisions where necessary;
- Establishes and maintains traditional and automated filing systems by preparing new file folders and sorting, filing, shelving or storing materials. Checks accuracy and completeness of information being filed;
- Interacts with City staff and the general public;
- Maintains inventory of office supplies. Completes purchase orders, forms for ordering materials or supplies and follows up on delivery of ordered material;
- Maintains paper supply and responsible for purchasing;
- Maintains employee attendance, time records, payroll records;
- Inputs data and prepares reports, charts, graphs and tables using a calculator, adding machine, typewriter, or personal computer with standard or specialized software;
- May input, edit and/or maintain information on divisional City's website;
- May issue licenses or permits;
- Respond to employee and public inquiries and complaints; resolve problems or provide required information;
- May operate a two-way radio to communicate with field employees;
- Coordinates departmental activities with other City Departments, divisions and with outside agencies;

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(Continued)

- Operates a variety of standard office equipment and machines which may include some but not limited to the following: personal computer and related software, scanner, calculator, photocopy machine, shredder, fax machine, telephone, etc.;
- Schedules meetings, notifies participants, posts meeting notices;
- Determines appropriate form letters or notices to send in response to routine requests for information or material;
- Complies with meeting notice-posting requirements. Prepares and/or distributes meeting agendas;
- Sorts incoming mail or packages into categories requiring a variety of handling, routing or filing procedures. Assembles and issues supplies, materials, books or other literature in response to requisitions, orders or requests;
- Contacts individuals in person or by telephone to obtain information, documents, or resolves discrepancies;
- Assists the public or other employees in understanding and filling out forms;
- Monitors petty cash funds, receives monies, keeps records, prepares receipts, reconciles and balances accounts or statements, assists in budget preparation and control, and performs arithmetic computations with a calculator, personal computer, or adding machine;
- Provides basic research assistance to the department assigned;
- Compiles routine data and assists in the compilation of complex data for reports and/or projects;
- Assist in maintaining personnel files and other employee files and other records;
- Receives and screens office mail and phone calls and arranges appointments;
- Answers public inquiries and complaints at the counter, by telephone, fax, e-mail or other electronic methods and/or by letter from rough draft, marginal notes or oral instructions, providing information as required;
- Occasionally may be required to operate city-owned vehicles during course of employment;
- Schedule meetings utilizing automated systems;
- Assumes responsibility for ensuring that the duties of the position are performed in a safe, efficient manner;
- Performs other related duties as assigned or as situation requires.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Good customer service practices;
- Basic practices in file research and document organization in a computer application;
- Correct grammatical usage, punctuation, spelling and vocabulary;
- Clerical office procedures.

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Skills:

- Maintaining accurate records and filing systems;
- Making basic arithmetical calculations such as additions, subtraction, multiplication and division;
- Possess skills in word processing, correspondence, spreadsheets, and reports using a personal computer and word processing software application;
- Type/word process 45 words per minute accurately.

Ability to:

- Comply with meeting positions requirements;
- Understand various documents to be processed and analyzed;
- Exercise independent judgment using discretion in making decisions based on standard policy or procedure;
- Independently manages a large volume of documents with a high degree of accuracy;
- Work independently under minimal supervision;
- Prepare reports and maintain records;
- Maintain a cooperative working relationship;
- Communicate effectively verbally and in writing;
- Serve the public with tact and courtesy;
- Function in a team oriented environment;
- Effectively handle stressful situations;
- Format information such as lists, tables, documents, correspondence, etc.
- Handle confidential information with discretion;
- Maintain a filing system;
- Maintain accuracy while performing routine repetitive tasks;
- Willingness to work overtime as requested;
- Establish professional working relationships and resolve interpersonal conflicts;
- Develop necessary skills from on-the-job training and meet the standards of performance or higher for the classification by the end of the probationary period.

Education and Experience Guidelines – *Any combination of equivalent education, training and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

- Graduation from high school or attainment of GED (General Education Degree) or CHSPE (California High School Proficiency Examination) supplemented by course work in computer applications, business practices and procedures, or office procedures.

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Experience:

- Three (3) years of clerical office experience including word processing, typing and public contact.

License or Certificate:

- A valid California Class C Driver's License and a satisfactory driving record;
- May be required to obtain a Notary Public License.

Physical Requirements:

- Must meet approved physical and pre-placement medical standards for the position.

Bilingual Pay:

- Employees who qualify and are City-certified to speak and understand Spanish may be eligible to receive bilingual pay.