

OFFICE SUPPORT ASSISTANT

CLASS SUMMARY:

This classification is used by County departments to perform a variety of moderately difficult office support duties with increasing independence. Incumbents are expected to understand and apply appropriate rules, procedures and guidelines; higher level assistance is normally available for advice and consultation. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and they are fully aware of the operating procedures and policies within the work unit. Receives general supervision from a departmental supervisor or manager, and may receive technical and functional supervision from designated staff.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

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| 1. | Performs a wide variety of office assistance, support and general clerical work including typing, filing, proofreading, checking, recording information, answering the telephone, and assisting the public in person. |
| 2. | Types agendas, forms, lists, memoranda, public notices, court documents, property descriptions, staff reports, correspondence, minutes, and purchase orders from draft, copy notes or transcribing machine recordings. |
| 3. | Sets up and maintains a variety of files. |
| 4. | Collects, sorts, dates and distributes mail. |
| 5. | Serves as receptionist; greets the public and provides information on routine questions and directs complex technical questions or unusual requests to appropriate staff members; takes and relays messages. |
| 6. | Prepares, reviews and proofs documents for accuracy; makes necessary corrections; sorts and files documents and records according to predetermined classifications; assists in ordering and maintaining adequate office supplies; prepares billing invoices. |
| 7. | Operates a variety of office equipment. |
| 8. | Indexes and cross files ordinances, resolutions and agreements; distributes and picks up a variety of materials; records and deposits funds; processes repair order forms. |
| 9. | Maintains personnel forms, records and files; posts to and maintains time cards. |
| 10. | Performs a variety of specialized clerical duties related to the functions of the office or department to which assigned. |
| 11. | Arranges and coordinates the reproduction of department materials; lists, abstracts or summarizes data; performs arithmetical calculations; prepares basic statistical reports. |

Training and Experience (positions in this class typically require):
High School Diploma, or G.E.D., and two years of responsible clerical and office assistance experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class may require):

- Oregon Driver's License.

Knowledge of (position requirements at entry):

- English language, grammar, and punctuation.
- Arithmetic, filing and record keeping procedures.
- Receptionist and telephone techniques.
- Modern office procedures, methods and computer equipment.
- Customer service principles.
- Culturally competent practices.
- Keyboarding techniques.
- Basic programs and services of the office or department to which assigned.

Skills in (position requirements at entry):

- Performing routine office support, assistance and clerical work.
- Learning to operate a variety of office equipment.
- Learning office methods, rules and policies.
- Understanding and carrying out oral and written directions.
- Making arithmetical calculations.
- Typing at a net speed of not less than 45 words per minute from clear copy.
- Working cooperatively with others and meeting the public with courtesy and tact.
- Performing office support, assistance and clerical work of above average difficulty, including compiling data for reports and laying out and organizing informational materials.
- Correctly applying newly assigned procedures and practices with minimal supervision.
- Operating a computer and related software applications.
- Using proper English, grammar, punctuation, and spelling.
- Prioritizing work and performing multiple tasks.
- Providing customer service.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Prepared by Lane County Human Resources (HR) Date: (08/07)
Classification and grade (Job Code N7014) approved on August 29, 2007 by Lane County Board Order 07-8-29-17.
FLSA Status: Non-Exempt