



LANE COUNTY
A004B
A005B
Revised 06/23/94
Updated 03/11/02
Updated 08/19/05
(A004 was previously
not bilingual)
Updated 09/14/06

OFFICE ASSISTANT 1 - BILINGUAL
OFFICE ASSISTANT 2 - BILINGUAL

CLASS SUMMARY: To perform a wide variety of typing, data entry, office support, general clerical and public contact work; and to perform related duties as assigned.

CLASS CHARACTERISTICS:

Office Assistant 1 - Bilingual: This is the entry level class in the Office Assistant series. This class is distinguished from the Office Assistant 2 by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters related to established procedures and guidelines as are positions allocated to the 2 level. Since this class is typically used as a training class, employees may have only limited work experience. Employees work under immediate supervision while learning job tasks.

Office Assistant 2 - Bilingual: This is the full journey level class within the Office Assistant series. This class is distinguished from the Office Assistant 1 by the assignment of the full range of duties assigned. 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. Positions in this class are flexibly staffed and may be filled by advancement from the 1 level.

SUPERVISION RECEIVED:

Office Assistant 1 – Bilingual: Receives supervision from a departmental supervisor or manager.

Office Assistant 2 – Bilingual: Receives general supervision from a departmental supervisor or manager.

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 agenda, 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. |

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Office Assistant 1 – Bilingual and Office Assistant 2 - Bilingual (Continued)

4.	Collects, sorts, dates and distributes mail.
5.	Serves as receptionist; greets the public and provides information on routine questions and direct 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 including typewriter, adding and calculating machines, microfilm equipment and duplicating and photocopiers; operates data processing terminals, printers and microcomputers.
8.	Indexes and cross-files ordinances, resolutions and agreements; distributes and pick up a variety of materials; records and deposits funds; processes repair order forms.
9.	May assist in training other clerical and part-time personnel.
10.	Maintains personnel forms, records and files; posts to and maintains time cards.
11.	May serve in the role of dispatcher for the Animal Control Agency.
12.	Assists in preparations for elections.
13.	Performs a variety of specialized clerical duties related to the functions of the office or department to which assigned.
14.	Arranges and coordinates the reproduction of department materials; lists, abstracts or summarizes data; performs arithmetical calculations; prepares basic statistical reports.

Knowledge of (position requirements at entry):

Office Assistant 1 – Bilingual

- English usage, spelling, grammar and punctuation.
- Arithmetic, filing and record-keeping procedures.
- Receptionist and telephone techniques.
- Modern office procedures, methods and computer equipment.

Skills in (position requirements at entry):

- Perform routine office support, assistance and clerical work.
- Learn to operate a variety of office equipment and a computer terminal.
- Learn office methods, rules and policies.
- Understand and carry out oral and written directions.
- Make arithmetical calculations.

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Office Assistant 1 – Bilingual and Office Assistant 2 - Bilingual (Continued)

- Type at a speed of not less than 45 words per minute from clear copy.
- Work cooperatively with others and meet the public with courtesy and tact.

Training and Experience (positions in this class typically require):

Equivalent to the completion of the twelfth grade. One year of general clerical and office assistance experience. An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

Knowledge of (position requirements at entry):

Office Assistant 2 – Bilingual

- Basic programs and services of the office or department to which assigned.

Skills in (position requirements at entry):

- Perform office support, assistance and clerical work of above average difficulty, including compiling data for reports and laying out and organizing informational materials.
- Correctly apply newly assigned procedures and practices with minimal supervision.
- Operate a computer terminal to input and retrieve data.

Training and Experience (positions in this class typically require):

Two years of responsible clerical and office assistance experience. An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

BILINGUAL “B”

Bilingual designation is an adjunct classification.

Language - **Spanish**

CLASS SUMMARY: To assist in providing bilingual communication with Limited English Proficient (LEP) persons. Individuals in these classifications do more than self-identify; they have successfully passed a test demonstrating proficiency in both English and the other language administered by the County. The need for the use of the second language in the performance of job duties in this classification has been identified.

CLASS CHARACTERISTICS: Bilingual designation is an adjunct classification.
Language – **Spanish.**

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Office Assistant 1 – Bilingual and Office Assistant 2 - Bilingual (Continued)

Knowledge of (position requirements at entry):

Bilingual B - In addition to the regular knowledge, skills, and abilities required of the employee's main classification, the bilingual duties of this adjunct classification may include, but are not limited to the following:

- Interpreting between English speakers and LEP persons.
- Orally translating documents.
- Providing oral assistance.
- Providing written assistance, including some written document translation.

Skills in (position requirements at entry):

- Communicate clearly and concisely.
- Maintain confidentiality of communications

Training and Experience (positions in this class typically require):

An equivalent combination of experience and training or demonstrated abilities qualifying the employee or applicant to perform the duties described herein. These skills and abilities may be acquired in various ways; i.e., education and/or bilingual or bicultural experiences.

NOTE: These positions are represented by AFSCME Local 2831.

Classification History:

Bilingual definition updated; approved by HR Director 09/14/06.
FLSA Status: Non-Exempt