



Office Assistant

Category: Classified
Pay Grade: C10
Job Code: 11034

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs entry level routine office work giving assistance or clerical support to others, dealing with customer accounts, billing, cashier, finance, public contact, telephone, or other support activities in a wide range of County programs, services, office, and administrative matters; performs routine and standard everyday work assignments; evaluates situations and inquiries in order to provide the most useful and appropriate information; explains in general terms the procedures and functions of the various County and other governmental agencies; takes appropriate action or makes proper referrals based upon this knowledge.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Provides information, assistance, and services to the general public, employees, and others in person, by telephone, or by other forms of communication;
- Assists in the dissemination of information concerning the programs and services of various County agencies;
- Operates computer equipment in providing information, resolving routine problems, and complaints;
- Performs routine computer related duties including data entry and retrieval;
- Performs routine clerical and filing duties;
- Produces computer drafts and business correspondence, reports, documents, and memoranda;
- Maintains records, libraries, and office files;
- Picks up, delivers, or receives and disseminates mail and other information;
- May relieve or fill in for other employees;
- Coordinates the activities of volunteer personnel as needed within the section or department;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

One (1) year of office support experience dealing with administrative matters, customer accounts, and service problems, general clerical that includes experience in the use of computer applications, and general office equipment; or one (1) year of college, trade school, or vocational training that includes training or experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- May be required to keyboard up to 35 wpm depending on area of assignment.
- Depending on area of assignment, employee's name must not appear on the Health & Human Services exclusion list.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of business English, spelling, and punctuation;
- Knowledge of standard office practices, procedures, and equipment;
- Skill in keyboarding accurately at a reasonable rate of speed;
- Ability to receive the public with tact, patience, and courtesy;
- Ability to sort paperwork, file, and otherwise acquire information to perform basic County Government office assistance;
- Ability to apply computer applications and software plus perform computer data entry and word processing functions;
- Ability to understand and carry out basic and written instructions and keep records;
- Ability to make arithmetical computations with speed and accuracy.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a relatively safe, secure, and stable work environment.