



TOWN OF YOUNTVILLE JOB DESCRIPTION

OFFICE ASSISTANT I/II

GENERAL PURPOSE

The Office Assistant will perform and oversee a variety of general office support assignments. This includes answering telephones, processing of documents and recording, retrieving, and distribution of data or information. The Office Assistant will maintain the office environment by answering phones, filing, and performing special projects and other office related work.

DISTINGUISHING CHARACTERISTICS:

Office Assistant I the entry level class of this general office support series. Initially, under close supervision, incumbents learn office and Town procedures. As experience is gained, there is greater independence of action within established guidelines. This class is alternately staffed with Office Assistant II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level class.

Office Assistant II is the journey-level class of the Office Assistant series, fully competent to independently perform a variety of office support duties and special projects.

DUTIES AND RESPONSIBILITIES

- Receives and responds to telephone calls/inquiries by providing directions, instructions, promotional material, or other general information or referring such inquiries to the appropriate persons.
- Keeps logs and records of telephone calls, clients served, and types of services provided.
- Checks and/or compares documents, forms, applications, or other materials for accuracy, completeness, grammar, and format.
- Composes routine correspondence and memoranda in accordance with instructions.
- Collects, sorts, batches, alphabetizes, codes, and/or places in numerical order various documents for filing, storage, or processing.
- Organizes, maintains, and/or purges files, documents, and/or logs.
- Schedules appointments, maintains conference room availability.
- Distributes and provides instructions for completion of applications and other forms; reviews forms for proper completion.
- Handles and processes mail.
- Performs typing duties incidental to the work.
- Enters, retrieves, updates, verifies, and deletes information from manual and electronic files.
- Operates standard office equipment.
- Performs related work as assigned.

- Retrieves and compiles data and prepares reports.
- Interprets and applies instructions and guidelines to resolve work problems.

SPECIAL PROJECT DUTIES

- Performs associated tasks related to special project assignments given by supervisor.
- Meets regularly with supervisor to give updates and status of special project work.
- Tracks project completion, obstacles to completions, and progress of solutions and workarounds used to handle obstacles.

MINIMUM QUALIFICATIONS:

- High school diploma and some college-level coursework.
- Experience in a business setting, interacting with professional business-to-business customers.
- Experienced administrative professional who is dependable and highly organized with business maturity, discretion, enthusiasm, and a positive attitude
- Technologically literate with strong computer skills including familiarity with Microsoft Office Software Suite (Microsoft Work, Excel, PowerPoint, etc.) and other commonly used software.
- Good internet skills, including use of e-mail programs and group messaging
- Good organizational skills and record keeping (attention to detail is critical)
- Highly organized, detail-oriented, and process-driven.
- Cheerful presence and people skills
- Good oral and written communication skills
- Must be self-motivated and take initiative to suggest work flow improvements.
- Ability to maintain a high degree of confidentiality
- Skill in establishing priorities and managing workload
- Ability to follow directions

Knowledge, Skills and Abilities

Knowledge of: General office practices, filing and general record keeping, basic mathematics, correct English usage and grammar, methods of report presentation; office administration practices and procedures, principles and practices of sound business communication; Town organization, ordinances, rules, policies and procedures applicable to departmental operations; basic functions of public agencies.

Ability to: Compare data from a variety of sources for accuracy, completeness, grammar, and format; collect, alphabetize, code, numerically rank, sort, and batch documents; perform mathematical calculations; prepare clear, accurate and concise reports, records and other materials; communicate clearly and concisely, orally and in writing; operate a computer using word processing, database and spreadsheet software; collect, evaluate and interpret varied information and data; interpret, apply, explain and reach sound decisions in

accordance with regulations, policies and procedures; coordinate multiple assignments and meet critical deadlines; organize, set priorities, take initiative and exercise sound independent judgment within areas of responsibility; type accurately at a speed necessary to meet the requirements of the position, compose correspondence from brief instructions; understand and follow written and oral instructions both with Town staff and customers; use tact and discretion in dealing with sensitive situations and concerned people and customers; establish and maintain effective working relationships with Town manager, staff and others encountered in the course of work; follow, apply, interpret, and explain instructions and/or guidelines; meet schedules and deadlines of the work area; compose routine correspondence and reports.

WORK ENVIRONMENT

Position requires sitting, standing, walking on level surfaces, twisting, and turning, kneeling, bending, stooping, squatting and crouching in the performance of daily activities. The position also requires grasping, repetitive hand motion and fine coordination in writing and typing correspondence and reports and in data and ledger entering using the computer for extended periods of time. The need for accurate near vision is used in filing and completing forms and reports. Additionally, the incumbent relies on acute hearing in providing customer services at the counter and by phone. Because the working environment is in a public administrative setting, the incumbent works with frequent deadlines, constant interruptions and at times, impatient and irate customers.