

CLASS SPECIFICATION FOR
Office Assistant IV

GENERAL STATEMENT OF DUTIES: Performs responsible and specialized office and clerical duties; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This work involves performing specialized clerical and office duties with the incumbent's serving as a lead worker/supervisor in a section or holding a position of significant clerical responsibility. The employee demonstrates knowledge of department, division, or section policies, procedures and services, and interprets and communicates these to others. Material and information dealt with is frequently of a confidential nature; contact with others is frequently of a difficult or sensitive nature. The incumbent plans and carries out own assignments and may provide assistance to less knowledgeable employees.

EXAMPLES OF WORK (illustrative only):

- Types forms, letters, minutes, memoranda and reports;
- Keeps records and prepares reports;
- Conducts business with the public, employees and other departments, answering questions involving judgment, knowledge and interpretation of the activity performed;
- Prepares special reports and summaries as needed;
- Operates a variety of office equipment and may be responsible for the maintenance thereof;
- Supervises office routine and work flow of a section, and maintains appointment logs and files;
- Requisitions office supplies and maintains said inventory;
- Opens, sorts, and distributes mail;
- Provides information on policies, procedures, services, ordinances, and application requirements to other employees and agencies and to the public;
- Prepares time reporting and handles other payroll data and may maintain other personnel records;
- Uses computer terminal to input, retrieve, verify and research information;
- Answers telephones, greets visitors and forwards callers to correct source;
- May supervise other clerical employees;
- Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Ability to learn, interpret, understand, apply and communicate agency or division services, policies and procedures; knowledge of spelling and punctuation, English grammar, arithmetic, telephone usage, use of dictionary; knowledge of modern office practices, procedures, and equipment; good typing skill; knowledge of and familiarity with computer terminals and the ability to enter and retrieve data; considerable knowledge of and familiarity with personal computers and the ability to learn and effectively use commonly utilized business software packages; ability to make computations with speed and accuracy; ability to keep moderately complex records; ability to assemble and organize data and to prepare reports from such records; tact; courtesy; ability to establish and maintain good working relationships with other employees and the public; flexibility.

MINIMUM EDUCATION AND EXPERIENCE: Graduation from high school and four (4) years of related clerical experience; OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.