



OFFICE/ADMINISTRATIVE I/II

DEFINITION:

Under general supervision, performs a variety of general clerical work assisting the assigned department in the performance of clerical duties. Performs related responsibilities as required.

SUPERVISION RECEIVED AND EXERCISED:

Receives direct or general supervision from assigned supervisory or management personnel.

CLASS CHARACTERISTICS:

Hourly Office/Administrative I: This is the entry-level class in the Hourly Office/Administrative series. Responsibilities include a variety of record keeping, administrative, and clerical work including providing general information to the public, assists callers and visitors, prepare forms and correspondence, maintains records and other documents; learns policies, procedures and work methods associated with assigned duties; performs other related duties as required. Positions in this class work in an established framework in accordance with established rules and procedures. This class is alternately staffed with Office/Administrative II and incumbents may advance to the higher-level class after gaining the knowledge, skills and experience that meet the qualifications for and by demonstrating the ability to perform the work of the higher-level class.

Hourly Office/Administrative II: This is the journey-level class in the Hourly Office/Administrative series. Responsibilities include a variety of record keeping, administrative, and clerical work including providing general information to the public, assists callers and visitors, prepare forms and correspondence, maintains records and other documents; learns policies, procedures and work methods associated with assigned duties; performs other related duties as required. Positions in this class work in an established framework in accordance with established rules and procedures. This class is distinguished from the Office/Administrative I by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of routine administrative and clerical processes which requires a general knowledge and understanding of department policies and procedures.
- Acts as receptionist by screening calls and visitors, referring inquiries as appropriate and responding to complaints and information requests.
- Types, formats, edits, proofreads and follows-up on forms, correspondence, and a variety of other documents related to the functions of department or division.

- Performs data entry; updates and maintains various records and files.
- Receives payments and accounts receivables from customers.
- May issue a variety of permits and licenses.
- Balances cash drawer, maintains records and submits for deposit cash received daily.
- Receives, opens, time stamps, sorts and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Operates computer terminal, utilizing word processing and other software programs.
- Monitors and orders, office and other related supplies.
- May assist with department payroll distribution.
- Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office methods and procedures including word processing applications.
- Principles of business letter writing.
- Basic principles of record keeping and cash handling.
- Basic computer applications related to work, including word processing software, and record keeping.
- Filing systems and procedures.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Ability to:

- Work independently in the absence of supervision.
- Exercise independent judgment in solving clerical and administrative problems.
- Type at a rate of speed sufficient to meet the requirements of the position (40 wpm).
- Interpret and apply administrative and department policies, rules and regulations.
- Follow oral and written directions.
- Develop and maintain effective working relationships.
- Operate standard office equipment, including computer terminal plus word processing knowledge.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Perform responsible clerical work with accuracy, speed and minimal supervision.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- File materials alphabetically, chronologically, and numerically.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Operate modern office equipment, including computer equipment.
- Use word-processing, database, spreadsheet, and software applications.
- Use tact, initiative, prudence and independent judgment within general policy, procedural, and legal guidelines.

Education and Experience:

A combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Hourly Office/Administrative I: Six (6) months of varied clerical and customer support experience, preferably involving some public contact; minimum: graduation from high school or GED.

Hourly Office/Administrative II: One (1) year of increasingly responsible administrative, clerical and/or accounting experience equivalent to an Office/Administrative I in a similar field and college level administrative, business and/or recordkeeping courses; minimum: graduation from high school or GED.

Licenses and Certifications:

- Possession of a valid and appropriate California's driver's license.
- Typing Certificate (40 wpm)

PHYSICAL DEMANDS:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification have regular occasion to bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS:

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.