

OFFICE AIDE

DEFINITION

Under direct supervision, performs light clerical and recordkeeping duties related to the provision of and distribution of information and supplies; distributes mail to satellite offices and handles mass mailings; answers multi-line telephones; purchases supplies and maintains an inventory; and performs related work, as required.

DISTINGUISHING CHARACTERISTICS

This is the entry-level, part-time, class in the clerical series. Work is performed under direct supervision progressing to general supervision as experience is gained. Persons in this class are responsible for conducting verbal and written transactions with other employees and the general public, requiring some knowledge of policies and procedures. All first assignments are specific within a defined framework of procedures, requiring limited independent judgment. Work is generally reviewed upon completion.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Types memos, forms, and other correspondence; assists in preparing recreation marketing flyers; copies records, agendas and other documents; assists the public by answering inquiries at the counter and over the telephone; serves as counter clerk, receptionist and/or telephone operator; may assist with recreation program and class registrations; safely operates a City vehicle to distribute mail, correspondence, and supplies among satellite offices; purchases supplies and maintains inventories; may deliver mass mailings to the Post Office; adheres to safety standards as described in the *Illness and Injury Prevention Plan*; utilizes computer software programs competently; communicates effectively, both orally and in writing; routinely adheres to and maintains a positive attitude; operates vehicles and equipment in a safe and efficient manner; and performs related duties and responsibilities, as required.

EMPLOYMENT STANDARDS

Training & Experience - Graduation from high school, or GED equivalent, and six months of general clerical experience, including contact with the public. Must type accurately at a net speed of 40 words per minute.

Knowledge & Abilities - **Knowledge of:** Modern office methods, procedures and equipment, including personal computers; and filing methods and recordkeeping to maintain accurate information in alphabetical, chronological and/or numerical order. **Ability to:** Proofread to identify errors in spelling, grammar, punctuation, English usage; work harmoniously with departmental personnel; follow oral and written instructions; effectively present instructions and information, in

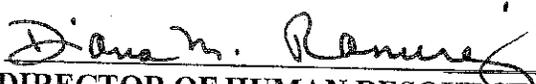
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writing and verbally, to the general public and fellow employees; use patience, tact, and courtesy in dealing with the public; establish and maintain effective working relationships with those contacted in the course of work, including City and other government officials, community group, and the general public; and apply safe work practices.

Licenses & Certificates – Must possess a valid California Class "C" driver's license.

WORKING CONDITIONS

Work is performed in an office environment and in close proximity to other workers. Incumbent shall be exposed to those conditions normally encountered in an office environment. Physical demands are light, consisting primarily of sitting, standing, walking, lifting, carrying moderately heavy boxes up to 30 pounds, and/or utilizing a hand dolly. Incumbent must be able to see and hear in the normal range, with or without correction, and communicate verbally and in written form with great facility, and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.

APPROVED: 
DIRECTOR OF HUMAN RESOURCES

DATE REVISED: November 21, 2007

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

Shared/jobdescriptions(Final)/City-Wide/OfficeAide/08-94/11-21-07ch