



JOB DESCRIPTION

Office Assistant

Date Prepared: October, 2019

SUMMARY: Under close supervision, performs routine clerical work; performs general typing; assists the public by answering inquiries and complaints and performs related duties, as assigned.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

- Participate in records preparation, processing, and filing.
- Type memos, correspondence, official documents, forms, reports, schedules, permits, minutes, statistical data, and technical data.
- Copy and/or scan records, agendas, and other documents.
- Answer inquiries from the public at the counter and over the telephone.
- Establish and maintain accurate records and files.
- Search and retrieve information from files.
- Recommend changes and improvements in office procedures.
- Maintain calendars of activities for personnel within the department.
- Schedule meetings.
- Process mail, invoices, and other correspondence.
- Order office supplies and maintain inventory records.
- Serve as counter clerk, receptionist, and telephone operator.
- Calculate fees and issue receipts.
- May audit and balance purchase orders, and claims.
- Compile financial and statistical activity, and legal reports.
- Classify and post information.
- May assume duties of Secretary, when assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High school diploma OR GED equivalent, AND one year of general clerical experience, preferably with a governmental agency. Proficient experience in Microsoft Word, Excel, PowerPoint, and Outlook, highly desirable.

LICENSE AND CERTIFICATION REQUIREMENTS:

Must possess a minimum of a valid California Class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.

Knowledge of:

- Laws, rules, procedures, policies, precedents, and interpretations.
- Modern office methods, procedures, and equipment including computers and computer software.
- Filing methods and recordkeeping to maintain accurate information in alphabetical, chronological, and/or numerical order.
- Modern document imaging systems.

Skill in:

- Providing excellent customer service and communicating clearly both verbally and in writing.
- Organizing with the ability to prioritize work and exercise independent judgment, wisdom, common sense, and initiative.
- Thoroughly carrying out oral and written instructions.
- Proofreading to identify errors in spelling, grammar, punctuation, English usage, and statistics.
- Making simple arithmetical calculations with speed and accuracy.
- Establishing and maintaining effective working relationships with those contacted in the course of work including City and other government officials, community groups, and the general public.
- Applying safe work practices.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an office environment and in close proximity to other workers. Work is performed on-site; telecommuting is not permitted. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are light, consisting primarily of sitting, standing, walking, carrying moderately heavy boxes up to 50 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.

Department Head

Date

Personnel Officer

Date