

OFFICE ASSISTANT

Job Code	Pay Grade
11034	CL4

Nature of Work

This is entry level routine office work giving assistance or clerical support to others, dealing with customer accounts, billing, cashier, finance, public contact, telephone or other support activities in a wide range of county programs, services, office and administrative matters. Employees in this classification usually work under the direct or indirect guidance of a more senior employee who closely monitors work. Instructions regarding work assignments, priorities and the application of office policies and procedures are provided by more senior staff; however, an employee in this class is expected to perform routine and standard everyday work assignments. Duties include evaluating situations and inquiries in order to provide the most useful and appropriate information; explaining in general terms the procedures and functions of the various county and other governmental agencies; and taking appropriate action or making proper referrals based upon this knowledge. Emphasis is placed upon exhibiting extreme tact and courtesy in handling customers, and judgment is required in making frequent decisions.

Minimum Qualification Requirements

- 1 year of office support experience dealing with administrative matters, customer accounts, and service problems, general clerical that includes experience in the use of computer applications and general office equipment; or
- 1 year of college, trade school, or vocational training that includes training or experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- May be required to keyboard up to 35 wpm depending on area of assignment.
- Depending on area of assignment, employee's name must not appear on the Health & Human Services exclusion list.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Provides information, assistance and services to the general public, employees, and others in person, by telephone, or by other forms of communication.
- Assists in the dissemination of information concerning the programs and services of various county agencies.
- Operates computer equipment in providing information, resolving routine problems and complaints.
- Performs routine computer related duties including data entry and retrieval.
- Performs routine clerical and filing duties.
- Produces computer drafts and business correspondence, reports, documents and memoranda.
- Maintains records, libraries, and office files.
- Picks up, delivers or receives and disseminates mail and other information.
- May relieve or fill in for other employees.
- Coordinates the activities of volunteer personnel as needed within the section or department.
- Performs related work as assigned or required.

OFFICE ASSISTANT (continued)

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Knowledge, Skills, and Abilities

- Knowledge of business English, spelling and punctuation.
- Knowledge of standard office practices, procedures and equipment.
- Skill in keyboarding accurately at a reasonable rate of speed.
- Ability to receive the public with tact, patience and courtesy.
- Ability to sort paperwork, file and otherwise acquire information to perform basic County Government office assistance.
- Ability to apply computer applications and software plus perform computer data entry and word processing functions.
- Ability to understand and carry out basic and written instructions and keep records.
- Ability to make arithmetical computations with speed and accuracy.

For official use only

Revised	EEOC Code	Overtime Code
12/07	Administrative Support	Classified