

OFFICE ASSISTANT III



Description:

Under varied levels of supervision, performs clerical work in support of a departmental unit or program. Assignments vary from unit to unit and require knowledge of specific departmental procedures and practices of varying complexity and interpretation, depending upon the classification level.

Levels differ by the routine or specialized nature of the activity undertaken, variety and complexity of program supported, the independence of action, latitude for interpretation, the amount of supervision received, and the degree of competency and skill required in carrying out the activity.

Distinguishing Characteristics:

Office Assistant III is characterized by responsibility for office support activities requiring a variety of alternatives/circumstances, requiring considerable knowledge of the subject matter and office policies, procedures and tasks involved. Work includes a greater number of alternatives and processes to choose from and most work related problems are resolved without assistance. This class is distinguished from Office Assistant IV by the latter's exercise of lead work and/or greater application of complex departmental programs and services requiring research, interpretation, and acting in an advisory role to others.

Duties may include, but are not limited to:

1. Collects, enters, processes, sorts, and tabulates information according to departmental process and procedure. At higher classification levels, processes involve a wide range of procedures, research, decision making, and discretion.
2. Answers telephones, takes and relays messages and/or receives visitors.
3. Provides general information, instruction and assistance regarding programs and services to the public and other employees; answers questions regarding specific departmental procedures and practices; provides information over the telephone and makes appointments.
4. Prepares/compiles letters, memoranda, reports, case histories, invoices, statements, warrants, permits, charts, tables, claims, tax lists, deeds, court orders, and records reports, bills, vouchers, receipts, lists, schedules, appointments, orders, notices and statistical data and other documents related to the area assigned.
5. Requests and accepts records and other information from a variety of sources. Inputs and maintains data into various database programs; posts information from various reports and documents to appropriate records. Audits and verifies documents and other records for a variety of purposes to include accuracy, legality and consistency.

6. Operates a variety of office equipment such as computer terminals, calculators, fax, copier, information and image management systems, copiers, sorters, viewers and other office machines to enter and retrieve data, produce and/or process materials to include correspondence, memoranda, reports, numeric data, requisitions, tabulations and statements.
7. Maintains manual and computerized alphabetical, numerical or subject matter files; sorts and files correspondence, bills, invoices, requisitions, demands, contracts, permits, applications, work orders, purchase orders, inter-office memoranda and a wide variety of other documents, records and similar media; pulls material from files; purges files as needed or scheduled.
8. Receives and issues receipts for a variety of fees and cash payments to include taxes, services, payments; balances cash with receipts; deposits and reconciles daily cash collections; maintains records of cash collected; distributes payments; estimates and computes payments required to redeem delinquencies.
9. Makes mathematical calculations; assembles, tabulates and compares financial and other data; compiles a variety of data to include statements, claims, reports and payroll data.
10. Schedules appointments and meetings for individuals and groups; notifies attendees and prepares meeting material(s); records meeting results.
11. Allocates funds to correct accounts and reconciles differences; collects, distributes and accounts for checks/cash; records and deposits funds.
12. Assists in the training of other staff members as needed.
13. Stores and distributes office supplies; keeps a record of supplies needed, received and issued; compares bills and invoices against order sheets or purchases orders and against receiving records; May confer with vendors, order a variety of supplies, equipment and other items; may log, check and record the receipt and delivery of various purchases.
14. Prepares, composes, types or assembles information into proper form from outlined instructions or established procedures including letters, forms, records and reports from rough drafts, marginal notes or verbal instructions; types bills, vouchers, receipts, lists, schedules, orders, notices and statistical data.
15. Receives, sorts and distributes mail.
16. May transcribe a wide variety of dictation; file legal papers with the appropriate agency; maintain records of hearings in files or calendar books.
17. Lead duties: Plans, assigns, trains and coordinates the work of a group of employees in a section/unit to ensure work products are timely and accurate; trains or assists in the training of new employees and assists in the development and implementation of clerical procedures.
18. Provides vacation or temporary relief as required.
19. Provides other duties as required.

Typical Qualifications:

Two (2) years (full-time equivalent) clerical experience in an office environment; duties must include a variety of office tasks, such as public contact, computer usage, word processing, keyboarding skills. Requires good oral and written communication skills. Prior experience using both Microsoft Word and Excel is required. Must be able to type a minimum of 35 WPM.

Health and Physical Condition:

Persons seeking appointment to this class must meet the health and physical condition standards deemed necessary and proper for performance of the duties established by the San Bernardino County Fire Department.

The statements in this class specification are intended to describe the general nature and level of work being performed by incumbents assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, qualifications and skills required of personnel so classified.

Job Code: 40638

Salary Range: N15

Representation Unit: Non-Represented

Last Updated: 9/28/09