

## Office Assistant Job Class Series

### ***Office Assistant Series***

#### **Office Assistant I:**

##### **Series Description:**

Office Assistants provide clerical services in administrative, informative, and/or programmatic functions. These services are based on established procedures, precedents, and policies.

##### **Definition:**

Office Assistant I performs basic clerical support functions such as typing, filing, sorting mail, and copying documents, none of which calls for previous experience or training.

##### **Distinguishing Characteristics:**

Office Assistant I is the first level of a five-level series. Assignments are structured and performed with direction and assistance from others. Positions carry out established work processes by applying and following directions, procedures, rules, and regulations.

Office Assistant I is distinguished from higher levels in the series by the immediate availability and closeness of supervision, routine and repetitive nature of tasks, and specific, clearly stated directions.

Office Assistant I is distinguished from Secretary by the latter's responsibility to serve as a personal assistant performing a variety of interrelated administrative and clerical duties directly concerned with the work of an agency executive.

Positions whose work is primarily in a single administrative functional area shall be allocated to the job class specific to the area when such a job class exists.

##### **Examples of Duties:**

The listed duties are illustrative only and are not intended to describe every function that may be assigned to this job class. General duties may overlap between job classes within the class series; however, positions in this job class may typically:

Answer incoming calls and direct to appropriate staff; greet visitors and provide basic program information; schedule appointments, meetings, and conference rooms; advise staff of their appointments.

Pick up, receive, open, date stamp, sort, and distribute mail and/or other materials; contact designated commercial package delivery services for materials pickup.

Use personal computer, telephone, network printer, office copier, and fax machine; utilize and update established databases and spreadsheets in accordance with specific instructions for coding and entering data.

Photocopy documents and collate, assemble, and distribute materials as assigned; copy materials, forms, and correspondence and perform related special projects as requested by staff.

Create labels for files, mailings, and photos; type or generate cards, envelopes, labels, folders, and simple memoranda according to specific instructions.

Maintain files by predetermined alpha and/or numeric systems; file, enter, retrieve, and distribute reports and records; archive closed files, label boxes, and enter specified information into relevant databases; physically maintain the file room.

May prepare documents for the imaging process by removing staples, attached notes, flags, and paper clips.

## Office Assistant Job Class Series

### **Knowledge, Skills, and Abilities:**

Working knowledge of correct English grammar, spelling, and punctuation.

Ability to operate personal computer-based workstations and related business software suites and office equipment such as copy machines, fax machines, and calculators.

Ability to file and maintain basic recordkeeping systems.

Ability to understand and follow oral and written instructions and guidelines and apply them to specific situations.

Ability to recognize obvious differences among data, facts, objects, or material.

Ability to compare data from two or more sources for accuracy and completeness.

Ability to alphabetize, code, rank numerically, sort, and batch various information and data.

Ability to perform elementary arithmetic operations.

Ability to answer the telephone, respond to routine inquiries, greet visitors, and direct them to appropriate program forms and information.

Ability to perform simple typing or data-entry tasks.

### **Minimum Qualifications:**

Ability to perform the tasks required of the position.

### **Required Job Qualifications:**

*(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)*

### **Special Note:**

Some positions in this class may require the incumbent to operate motor vehicles. Such positions require that the applicant possess a valid Alaska driver's license and be 18 years of age or older.

Some positions in this class may require skill in typing. Recruitment and selection may include this requirement.

### **Minimum Qualification Questions:**

Are you able to perform the required tasks of this position with or without accommodation?

## Office Assistant Job Class Series

### **Office Assistant II:**

#### **Series Description:**

Office Assistants provide clerical services in administrative, informative, and/or programmatic functions. These services are based on established procedures, precedents, and policies.

#### **Definition:**

Office Assistant II provides clerical services in areas such as correspondence, data entry, and general reception and requires the ability to apply general programmatic and/or administrative knowledge to complete assigned tasks. This knowledge is based on previous experience or training.

#### **Distinguishing Characteristics:**

Office Assistant II is the second level of a five-level series. Incumbents follow general instructions or established office procedures to perform work that requires general knowledge of the program/operations. Incumbents perform the full spectrum of journey-level clerical tasks, including typing, processing and entering data, and utilizing computer systems and related business software. The work requires the ability to follow specific procedures, apply established policies, and retrieve records and related information.

Office Assistant II is distinguished from Office Assistant I by the latter's routine and repetitive nature of tasks supported by specific, clearly stated directions and the immediate availability and closeness of supervision.

Office Assistant II is distinguished from Office Assistant III by the latter's ability to exercise judgment and initiative in determining administrative and programmatic tasks to be completed, prioritizing work, and deciding the appropriate action to be taken based on interpretation and application of the organization's programs, policies, and regulations.

Office Assistant II is distinguished from the Secretary by the latter's responsibility to serve as a personal assistant performing a variety of interrelated administrative and clerical duties directly concerned with the work of an agency executive.

Positions whose work is primarily in a single administrative functional area shall be allocated to the job class specific to the area when such a job class exists.

#### **Examples of Duties:**

The listed duties are illustrative only and are not intended to describe every function that may be assigned to this job class. General duties may overlap between job classes within the class series; however, positions in this job class may typically:

Answer a phone system, greet clients and the general public, and perform a wide range of reception services such as receiving and prioritizing inquiries, responding to routine requests for information, and/or assessing the nature of an advanced request and referring it to the appropriate higher-level staff.

Stock, inventory, and track office supplies.

Operate and maintain a variety of office equipment and business software. May serve as a staff contact and liaison for equipment use and repair.

Review correspondence, reports, and applications for accuracy, formatting, and essential information. Provide routine explanations of policies, procedures, applications, and forms to employees and the general public. Explain steps, appropriate forms, procedures, and requirements for agency transactions, services, or activities; assist in correcting errors and/or incomplete information.

Perform routine examinations of documents, histories, and other articles, using databases, software applications, and spreadsheets.

## Office Assistant Job Class Series

Prepare case files. File documents. Prepare files for archiving.

Type basic or dictated correspondence, reports, meeting minutes, and interviews according to applicable policy, procedure, and format. Track the progress of electronic and printed documents.

Assign codes, receive fees, and prepare appropriate receipts; process applications of limited scope for licenses, certificates, permits, and/or benefits.

Accurately identify, batch, and enter programmatic information from a variety of sources into databases, software applications, and/or spreadsheets; examine batch data validation samples and accurately identify and correct errors.

May review timesheets for accuracy and completeness.

May schedule teleconferences, conference rooms, and other staff meetings using an electronic calendaring system.

May prepare, track, and process travel requests through the State Travel Office to coordinate ticketing, hotel reservations, car rentals, and other travel-related activities.

### **Knowledge, Skills, and Abilities:**

Working knowledge of English grammar, spelling, and punctuation.

Some knowledge of personal computer-based workstations and related business software suites in a business environment.

Some knowledge of filing and basic recordkeeping systems.

Some knowledge of business practices, correspondence, and typing formats.

Ability to understand and follow oral and written instructions.

Ability to read, comprehend, and apply written procedures.

Ability to maintain files and retrieve documents.

Ability to balance cash and maintain cash balances.

Ability to answer questions and determine appropriate course of action relative to incoming messages, calls, or requests.

Ability to explain procedures and requirements to the public.

Ability to work independently and perform clerical assignments with minimal direction.

Ability to learn new word processing, spreadsheet, and similar business software programs.

Ability to operate office equipment such as copy machines, calculators, and microfiche viewers.

### **Minimum Qualifications:**

Six months of experience that includes basic clerical tasks such as greeting clients, answering phones, typing, filing, sorting mail, entering data, receiving payments, making change, and maintaining logs.

Substitution:

## Office Assistant Job Class Series

Successful completion of a formal office skills or clerical skills training course will substitute for the required experience.

OR

Education from an accredited college may substitute for the required experience (3 semester hours or 4 quarter hours equal one month of experience).

### **Required Job Qualifications:**

*(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)*

### **Special Note:**

Some positions in this class may require the incumbent to operate motor vehicles. Such positions require that the applicant possess a valid Alaska driver's license and be 18 years of age or older.

Some positions in this class may require skill in typing. Recruitment and selection may include this requirement.

### **Minimum Qualification Questions:**

Do you have six months of experience that includes basic clerical tasks such as greeting clients, answering phones, typing, filing, sorting mail, entering data, receiving payments, making change, and maintaining logs?

### **Or Substitution:**

Have you successfully completed a formal office skills or clerical skills training course?

OR

Do you have six months of any combination of post-secondary education from an accredited college (3 semester hours or 4 quarter hours equal one month) and/or experience that includes basic clerical tasks such as greeting clients, answering phones, typing, filing, sorting mail, entering data, receiving payments, making change, and maintaining logs?

## Office Assistant Job Class Series

### **Office Assistant III:**

#### **Series Description:**

Office Assistants provide clerical services in administrative, informative, and/or programmatic functions. These services are based on established procedures, precedents, and policies.

#### **Definition:**

Office Assistant III performs clerical services requiring judgment and initiative in determining administrative and/or programmatic tasks to be completed, prioritizing work, and deciding the appropriate action to be taken based on interpretation and application of the organization's programs, policies, and regulations. Incumbents perform clerical duties that require knowledge and understanding of the organization's regulations, programs, and policies in order to vary procedures depending on different situations, explain requirements to others, and recognize errors and discrepancies in information and take appropriate action.

#### **Distinguishing Characteristics:**

Office Assistant III is the third level of a five-level series. Work at this level typically consists of a variety of duties that differ in nature and sequence because of the particular characteristics of each transaction or assignment. Guidelines and precedents are less detailed and explicit than at the lower levels. Judgment is required in reviewing and assessing situations and making decisions on selecting the most appropriate course of action within the agency's established procedures. Positions may lead lower-level clerks; in a lead role, incumbents train, assign, and check the work of subordinate staff.

Office Assistant III is distinguished from Office Assistant II by the latter's application of general programmatic or administrative knowledge to complete assigned tasks, while Office Assistant III performs clerical services requiring judgment and initiative in determining administrative and programmatic tasks to be completed, prioritizing work, and deciding the appropriate action to be taken based on interpretation and application of the organization's programs, policies, and regulations.

Office Assistant III is distinguished from Office Assistant IV by the latter's duties either as an office facilitator or as a lead over a defined clerical unit.

Office Assistant III is distinguished from Secretary by the latter's responsibility to serve as a personal assistant performing a variety of interrelated administrative and clerical duties directly concerned with the work of an agency executive.

Positions whose work is primarily in a single administrative functional area shall be allocated to the job class specific to the area when such a job class exists.

#### **Examples of Duties:**

The listed duties are illustrative only and are not intended to describe every function that may be assigned to this job class. General duties may overlap between job classes within the class series; however, positions in this job class may typically:

Assist the public by reviewing difficult or questionable applications or documents; search files and regulations to determine accuracy of information or clarify applicant status; use independent judgment in interpreting and applying criteria, rules, regulations, and policies. On a case-by-case basis, refer more difficult inquiries to the appropriate technical or professional staff, or act as an intermediary between the public and staff to achieve the desired results.

Conduct comprehensive examination of documents and other articles using databases, software applications, and established spreadsheets. Identify relevant criteria in order to independently create, develop, maintain, and disseminate ad-hoc spreadsheets, word processing documents, database files, and report applications in order to assist in project or programmatic operations. Audit files to ensure the accuracy of data, and take corrective measures when inaccuracies are found.

## Office Assistant Job Class Series

Serve as a resource person for the organizational unit on common office software or agency-specific applications; train and/or advise office staff in resolving software problems of limited scope. Assist staff in using various data and word processing software applications for writing reports and correspondence and tracking work.

Perform difficult word and data processing assignments such as developing graphics, charts, graphs, and tables to be included in reports and correspondence. Independently compose, edit, and format correspondence and memoranda; develop spreadsheets and reports requiring considerable knowledge of standards, formats, and procedures.

Prepare staff travel arrangements, including drafting Travel Authorizations and per diem estimates. Compile and calculate final travel costs for approval and payment.

Review office invoices for payment on purchases; determine appropriate collocation codes, ledgers, programs, and account codes appropriate to the intended purpose of the product or service; verify that coding is correct and requisite documents are complete.

Reconcile in-house obligation journals with accounting databases; identify discrepancies and determine cause of errors.

Process semi-monthly and bi-weekly payroll; review timesheets and verify for accuracy, appropriate financial coding, and compliance with alternate/reduced workweeks, overtime eligibility, and compensatory time; monitor time-and-attendance and leave data.

May issue permits, licenses, and vital documents.

May effectively maintain the supply inventory list and the list of vendors for recurring office supply orders.

May open, date stamp, and route incoming mail.

### **Knowledge, Skills, and Abilities:**

Working knowledge of correct business practices, correspondence, and typing formats, including English grammar, composition, spelling, and punctuation.

Working knowledge of personal computer-based workstations and related business software suites.

Working knowledge of the principles and practices of clerical support procedures, including account keeping, requisitioning, stock maintenance, filing, correspondence, and reporting.

Skill in performing basic arithmetic such as fractions, decimals, and percentages.

Ability to read and comprehend statutes, regulations, and procedures; apply them to specific situations; and explain procedures and requirements to the public and others.

Ability to search for, select, and compile and/or summarize data and information.

Ability to compare data from a variety of sources for accuracy and completeness, identify discrepancies or inaccuracies, and make corrections.

Ability to write memoranda and correspondence related to the work.

Ability to establish and maintain cooperative relations with those contacted in the course of the work.

Ability to work independently and prioritize workload.

### **Minimum Qualifications:**

## Office Assistant Job Class Series

One year of experience that includes a variety of clerical tasks such as performing reception duties, answering routine questions on services or products, recording expenditures and receipts, and typing routine correspondence.

Substitution:

Successful completion of a formal office skills or clerical skills training course will substitute for six months of the required experience.

OR

Education from an accredited college may substitute for the required experience (3 semester hours or 4 quarter hours equal one month of experience).

### **Required Job Qualifications:**

***(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)***

### **Special Note:**

Some positions in this class may require the incumbent to operate motor vehicles. Such positions require that the applicant possess a valid driver's license and be 18 years of age or older.

Some positions in this class may require skill in typing. Recruitment and selection may include this requirement.

### **Minimum Qualification Question:**

Do you have one year of experience that includes a variety of clerical tasks such as performing reception duties, answering routine questions on services or products, retrieving information from electronic or hard copy files, recording expenditures and receipts, and typing routine correspondence?

### **Or Substitution:**

Have you successfully completed a formal office skills or clerical skills training course?

AND

Do you have six months of experience that includes a variety of clerical tasks such as performing reception duties, answering routine questions on services or products, retrieving information from electronic or hard copy files, recording expenditures and receipts, and typing routine correspondence?

### **Or Substitution:**

Do you have one year of any combination of post-secondary education from an accredited college (3 semester hours or 4 quarter hours equal one month) and/or experience that includes basic clerical tasks such as greeting clients, answering phones, typing, filing, sorting mail, entering data, receiving payments, making change, and maintaining logs?

## Office Assistant Job Class Series

### **Office Assistant IV:**

#### **Series Description:**

Office Assistants provide clerical services in administrative, informative, and/or programmatic functions. These services are based on established procedures, precedents, and policies.

#### **Definition:**

Office Assistants IV are office facilitators or lead a defined clerical support unit.

Positions allocated to this job class under Option 1 are restricted to one position per unit.

#### **Distinguishing Characteristics:**

Office Assistant IV is the fourth level of a five-level series. There are two options in this job class. Incumbents perform work at the Office Assistant III level and function as either an office facilitator or a lead over subordinate positions.

Option 1: As an office facilitator, incumbents perform clerical work in multiple administrative functional areas in support of an organization's operations for a programmatic or first responder line unit where no higher-level Administrative Assistant or Administrative Officer is physically available. Positions allocated under this option cannot be supervised by administrative staff, must directly report to operations staff above the technical level where no higher administrative positions are in the direct chain of command, and care for the general administrative needs of the organization. If other clerical staff are present in the office, unit, or detachment, incumbents allocated under this option must lead these staff members unless they perform purely programmatic duties and report directly to a programmatic professional; lead responsibility must be clearly reflected in the Position Description and corresponding organizational charts.

Option 2: As a lead, incumbents train, assign, and check the work of subordinates in a defined clerical unit that meets the following criteria:

- a) The unit is composed of at least three positions (including lead), of which one subordinate performs work at the Office Assistant II level; and
- b) The incumbent, as lead, is responsible for the performance of the unit.

Office Assistant IV is distinguished from Office Assistant III by the former's ability not only to exercise judgment and initiative in determining office needs, prioritizing and organizing work, and deciding the appropriate action to be taken but also to meet the criteria for either option by providing the sole or primary clerical support in multiple administrative functional areas and/or leading lower-level Office Assistants in a defined unit.

Office Assistant IV is distinguished from the Office Assistant V by the latter's responsibility to supervise a defined clerical support unit that is composed of a minimum of 1) three Office Assistants; or, 2) two Office Assistants, one of which is at least an Office Assistant III.

Office Assistant IV is distinguished from the Administrative Assistant job class series by the latter's responsibility to perform technical (as opposed to clerical) work in multiple administrative functional areas.

Positions whose work is primarily in a single administrative functional area shall be allocated to the job class specific to the area when such a job class exists.

#### **Examples of duties:**

The listed duties are illustrative only and are not intended to describe every function that may be assigned to this job class. General duties may overlap between job classes within the class series; however, in addition to those duties typical of the Office Assistant III, positions allocated under either option may also:

Office Facilitator:

## Office Assistant Job Class Series

Serve as the primary or sole point of contact for the office and respond to all incoming calls and inquiries. Provide tactful service when interacting with angry or confused customers. Provide comprehensive and knowledgeable information about agency programs, requirements, and guidelines. Assist the public in refining difficult questions before directing the individual to the most appropriate staff member or manager.

Make appropriate decisions that affect office efficiency and workflow, including establishing and maintaining administrative clerical procedures; organizing and gathering materials, supplies, and information for meetings, conferences, and training sessions; recording and transcribing minutes and organizing follow-up meetings; managing and tracking paperwork flow and information processes; receiving and routing incoming and outgoing mail; and maintaining records and files.

Determine office supply needs and initiate stock orders; contact vendors to gather data about price and availability; decide best supply source when terms, delivery date, and distribution are a factor; and make purchases within delegated purchasing authority following established guidelines. Prepare purchase orders, delivery order documents, and/or purchase requisitions. Assist in the coordination of equipment purchases and repairs. Conduct or coordinate annual property inventories.

Coordinate the origination and processing of PARF (Personnel Action Request Forms) for actions that require interpretation of bargaining unit contracts and personnel regulations; ensure accuracy of requested changes such as position control numbers, class, step, or merit anniversary dates; and track and process all office personnel transactions, including new-hire, overtime, and leave.

Act as office liaison to human resources staff in order to facilitate the consistent application of personnel processes within the office; maintain staff personnel files, which can include applications, disciplinary actions, evaluations, and other paperwork of a similar nature; and explain clerical document handling policies and practices to office employees.

May track budget expenditures by monitoring and reviewing monthly reports and providing input to senior staff regarding recommendations for budget allocations.

May prioritize and assign work and/or special projects to subordinate clerical staff. Set priorities and establish work schedules, review work for quality and accuracy, approve and schedule leave, evaluate employee performances and draft performance evaluations, and develop recommendations for minor disciplinary issues.

### Clerical Lead:

Implement unit goals and objectives; provide training; set task priorities, establish schedules, and assign work; review work products for quality and accuracy.

Evaluate employee performance and job skills to determine if additional training is needed and to ensure appropriate training is obtained.

Draft performance evaluations and develop recommendations for minor disciplinary issues.

Provide guidance over how the unit's work is being performed to ensure that processes and procedures are followed accurately. Independently screen, evaluate, and assist staff in resolving emergency situations.

Analyze workflow problems and situations and provide appropriate solutions.

May assist with and recommend hires during recruitment of subordinate staff.

### **Knowledge, Skills, and Abilities:**

## Office Assistant Job Class Series

Working knowledge of personal computer-based workstations and related business software suites, including methods of data recording, storage, and retrieval.

Working knowledge of programs and policies.

Working knowledge of document format, use, and processing methods.

Working knowledge of personnel policies and procedures.

Skill in comprehending written material and interpreting and applying rules and instructions.

Skill in evaluating situations accurately and taking prompt, effective action.

Skill in establishing and maintaining cooperative relationships with others.

Skill in writing memoranda and correspondence related to the work.

Ability to exercise independence that requires knowledge of the unit and clerical systems to identify problems, make adjustments, and answer most questions from subordinates and clients.

Ability to lead, train, and evaluate employees.

Ability to organize, plan, and direct work flow and procedures for recordkeeping, filing, and other clerical office systems.

Ability to set priorities and coordinate the work activities of various work areas.

### **Minimum Qualifications:**

One year of experience that includes a variety of clerical tasks such as performing reception duties, answering routine questions on services or products, recording expenditures and receipts, and typing routine correspondence.

Substitution:

Education from an accredited college may substitute for six months of the required experience (3 semester hours or 4 quarter hours equal one month of experience).

### **Required Job Qualifications:**

*(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)*

### **Special Note:**

Some positions in this class may require the incumbent to operate motor vehicles. Such positions require that the applicant possess a valid Alaska driver's license and be 18 years of age or older.

Some positions in this class may require skill in typing. Recruitment and selection may include this requirement.

### **Minimum Qualification Question:**

Do you have one year of experience that includes a variety of clerical tasks such as performing reception duties, answering routine questions on services or products, retrieving information from electronic or hard copy files, recording expenditures and receipts, and typing routine correspondence?

### **Or Substitution:**

Do you have six months of experience that includes a variety of clerical tasks such as performing reception duties, answering routine questions on services or products, retrieving information from electronic or hard copy files, recording expenditures and receipts, and typing routine correspondence?

## Office Assistant Job Class Series

AND

Do you have six months of any combination of post-secondary education from an accredited college (3 semester hours or 4 quarter hours equal one month) and/or experience that includes a variety of clerical tasks such as providing reception duties, answering routine questions on services or products, retrieving information from electronic or hard copy files, recording expenditures and receipts, and typing routine correspondence?

## Office Assistant Job Class Series

### **Office Assistant V:**

#### **Series Description:**

Office Assistants provide clerical services in administrative, informative, and/or programmatic functions. These services are based on established procedures, precedents, and policies.

#### **Definition:**

Office Assistant V supervises a defined clerical support unit that is composed of a minimum of 1) three Office Assistants; or 2) two Office Assistants, one of which is at least an Office Assistant III.

This is a supervisory job class with substantial responsibility for the exercise of independent judgment in employing, disciplining, or adjudicating grievances of subordinates.

#### **Distinguishing Characteristics:**

Office Assistant V is the fifth level of a five-level series. This is a supervisory class; incumbents are responsible for the full range of supervisory responsibilities, including filling positions and planning, assigning, organizing, and reviewing subordinates' work, which typically includes work at the Office Assistant III level. Office Assistant V supervises a defined clerical unit that meets the following criteria:

- a) The unit is composed of at least three positions (including supervisor) OR four positions (including supervisor) when no subordinate positions are at the Office Assistant III level; and
- b) The incumbent, as supervisor, is responsible for the performance of the unit.

Office Assistant V is distinguished from the Office Assistant IV by the former's responsibility to supervise a defined clerical unit.

Office Assistant V is distinguished from the Administrative Assistant job class series in that Administrative Assistants serve as an assistant to a manager and focus primarily on special projects and administrative services (fiscal, personnel, supply). The Office Assistant V focuses primarily on the supervision of a clerical unit.

#### **Examples of Duties:**

The listed duties are illustrative only and are not intended to describe every function that may be assigned to this job class. General duties may overlap between job classes within the class series; however, in addition to performing those duties characteristic of the Office Assistant III, positions in this class may typically:

Establish and maintain efficient clerical systems and procedures for processing documents, applications, records, licenses, and other paperwork; ensure sufficient work coverage and efficient use of staff and equipment; monitor costs; and analyze and make recommendations concerning staffing, equipment, and space requirements.

Evaluate, update, and process Position Descriptions to reflect changes in job duties or assignments.

Develop interview questions; review prospective employee applications for the requisite education and experience; lead or participate in the screening, interviewing, and rating of applicants; interview the qualified job candidates; and select or effectively recommend qualified applicants.

Establish work priorities and schedules, provide training specific to the subordinate's assigned duties, review work assignments, and provide constructive feedback; coach, mentor, and guide the development of subordinate staff; and manage and approve subordinate leave requests.

Evaluate the performance of staff through formal performance evaluations; counsel clerks on disciplinary issues; and identify and provide additional training to improve performance, as necessary.

Complete all written documentation regarding disciplinary and/or other relevant personnel issues.

## Office Assistant Job Class Series

Maintain proficiency in using computer systems and office software programs and software updates; provide training to staff as personal computer or software updates occur.

Examine documents and/or information concerning situations or applications that require a complete understanding of agency practices, policies, and guidelines as well as past situations and work experiences in order to reconcile multiple resources and guidelines and articulate a solution or outcome appropriate to the situation at hand.

Assess policies, procedures, and regulations for evaluation, and provide recommendations regarding changes to internal clerical processes.

Perform clerical tasks that require a comprehensive knowledge of the work unit's procedures, policies, and workflow; perform the work of subordinate clerical staff as needed.

### **Knowledge, Skills, and Abilities:**

Considerable knowledge of the use of filing and computer systems in a business environment, including methods of data recording, storage, and retrieval.

Considerable knowledge of document format, use, and processing methods.

Working knowledge of office management, supervision, and training principles and techniques.

Working knowledge of personnel policies and procedures.

Skill in organizing, planning, and directing work flow and procedures for recordkeeping, filing, and other office systems.

Skill in comprehending written material and interpreting and applying rules and instructions.

Skill in establishing and maintaining cooperative relationships with others.

Skill in writing memoranda and correspondence related to the work.

Ability to supervise, evaluate, and train staff.

Ability to set priorities and coordinate the activities of various work areas.

Ability to determine when there is a need to revise work procedures and instructions and/or prepare instruction manuals.

Ability to evaluate situations accurately and take prompt, effective action.

### **Minimum Qualifications:**

One year of office work experience providing a broad range of clerical support.

### **Minimum Qualification Question:**

Do you have one year of office work experience providing a broad range of clerical support?