

CITY OF SAN JUAN CAPISTRANO

OFFICE ASSISTANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To provide a variety of routine support for an assigned department or division including typing, filing, and answering phones; to provide customer service, information, referrals, and assistance to the general public and other departments; to maintain various files and records; and to perform a variety of clerical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from assigned supervisory staff.

ESSENTIAL FUNCTION STATEMENTS *Essential responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Performs routine office clerical duties in support of an assigned department or division; receives and directs telephone calls and visitors; provides information on department or division services and operations.
2. Acts as a receptionist; answers the telephone and provides information on departmental and City policies and procedures as required.
3. Maintains a variety of files and records in assigned department; files in accordance with established filing system.
4. Opens and distributes the mail in assigned department; sorts and processes outgoing mail.
5. Provides customer service, information, referrals, and assistance to the general public and other departments in reference to assigned area of responsibility.
6. Answers queries from general public and referring them to proper City department.
7. Provides applicable forms to the public as needed; types, word processes, and proofreads a variety of documents.
8. Operates a variety of office equipment including copiers, postage meters, facsimile machines, and computers; input and retrieve data and text; organizes and maintains disk storage and filing.
9. Orders, receives, and organizes materials and supplies.
10. Performs related duties and responsibilities as required.

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Office Assistant (*Continued*)

When Assigned to Community Services Department:

May assist in the implementation of various recreation programs, to include but not limited to, senior citizen programs, athletic programs, afterschool programs, facilities and special events.

QUALIFICATIONS

Knowledge of:

Principles and practices of filing and record keeping.
Methods and techniques of word processing.
Principles of business letter writing and basic report preparation.
Modern office procedures, methods and equipment including computers.
English usage, spelling, grammar and punctuation.

Skill in:

Preparing a variety of correspondence and documentation.
Performing a variety of general clerical work.
Typing at a speed necessary for successful job completion.
Operating a variety of office machines including a word processor.
Maintaining a variety of files and records.
Responding to requests and inquiries from the general public.
Understanding and following oral and written instructions.
Communicating clearly and concisely, both orally and in writing.
Establishing and maintaining effective working relationships with those contacted in the course of work.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of general clerical support experience. May require lifting up to 25 lbs.

Training:

Equivalent to completion of the twelfth grade.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Essential duties may require maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboard.