



245 East Bonita Avenue  
San Dimas, CA 91773-3002

## ***SENIOR OFFICE ASSISTANT***

### **Definition**

To perform a wide variety of office support duties related to the function and department assigned, which may include reception, typing, word processing, data entry, record keeping, and filing.

### **Distinguishing Characteristics**

This is the full journey level class within the Office Assistant series. This class is distinguished from Office Assistant by the assignment of the full range of duties assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies within the work unit.

### **Duties and Responsibilities**

- Perform general clerical duties related to assigned functional area and department.
- Perform a wide variety of clerical work including filing, billing, and checking and recording information.
- Type, proofread and process a variety of documents including general correspondence, forms, memos, statistical charts and specialized documents from drafts, notes, verbal instruction or dictated tapes using a typewriter or word processing or computer equipment.
- Assist in the enrollment of participants in city sponsored programs.
- Process approved work orders and bills, applications, permits and licenses, collect fees, record payments and send delinquent notices when necessary.
- Review documents for accuracy, completion and conformance to established procedures.

- Utilize personal computers and computer software to perform word processing and spreadsheet functions; prepare and maintain computerized reports.
- Sort and file documents and records, maintaining alphabetical, index, and cross-reference files.
- Answer the telephone, wait on the general public, provide information related to department, policies and procedures, make appointments and announce callers.
- Receive, sort and distribute incoming and outgoing mail.
- Build and maintain positive working relationships with co-workers, other employees and the public using principles of good customer service.
- Perform related duties as assigned.

## **Minimum Qualifications**

### Knowledge of:

- Operation of standard office equipment including word processing and computer equipment.
- English usage, spelling, grammar and punctuation.
- Office practices and procedures including filing system and basic record keeping.
- Business letter writing and typing formats.
- Organization policies, procedures and operating details related to the department to which assigned.
- Basic mathematics.

### Ability to:

- Organize and maintain accurate records and files.
- Learn the operation, policy and procedures of assigned department or office.
- Type accurately at a minimum of 40 words per minute.
- On a continuous basis, sit at desk and/or stand at counter for long periods of time. Hear and talk with the public, read presented documents, write or use

keyboard to communicate through written means; occasionally run errands; intermittently twist and reach office equipment; lift or carry weight of 10 pounds or less.

- Intermittently review documents related to department operations; observe, identify and problem solve; understand, interpret and explain department policies and procedures to the public and staff.
- Perform clerical work that may require use of some independent judgment.
- Understand and carry out both oral and written directions.
- Make basic mathematical calculations accurately.
- Operate a variety of office equipment including computer terminals and word processor.

### **Experience and Training**

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 experience.

#### **Training:**

Equivalent to completion of the twelfth grade.

#### **License or Certificate:**

May need to possess a valid California driver's license.