

# OFFICE ASSISTANT II



## **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:**

Performs journey-level clerical work. Positions are expected to perform a variety of clerical duties with only occasional instruction or assistance. The majority of work assignments, work processes, priorities and decisions are well defined.

## **Duties may include, but are not limited to:**

1. Answers telephones, takes and relays messages and/or receives visitors.
2. Receives, sorts and distributes mail.
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. 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.
5. 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.
6. 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.

7. 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; estimates and computes payments required to redeem delinquencies.
8. Makes mathematical calculations; assembles, tabulates and compares financial and other data; compiles a variety of data to include statements, claims, reports and payroll data.
9. Schedules appointments and meetings for individuals and groups; notifies attendees and prepares meeting material(s); records meeting results.
10. Allocates funds to correct accounts and reconciles differences; collects, distributes and accounts for checks/cash; records and deposits funds.
11. 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.
12. 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.
13. May transcribe a wide variety of dictation; file legal papers with the appropriate agency; maintain records of hearings in files or calendar books.
14. Provides vacation or temporary relief as required.
15. Provides other duties as required.

**Typical Qualifications:**

One (1) year (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.

**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.

**Conditions of Employment:**

Travel within and outside the County may be required. A valid California Driver's License and proof of automobile liability insurance must be provided at time of hire and maintained throughout employment.

**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:** 40637

**Salary Range:** N12

**Representation Unit:** Non-Represented

**Last Updated:** 5/20/10