



SUMMARY

Under general supervision, provides a variety of office support activities to an assigned District department, which may include telephone and counter reception, customer service, receipt of payments, word processing, data entry and organization, processing of invoices, recordkeeping, report preparation, and filing; provides information and assistance to the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management or supervisory staff. Exercises no supervision over staff.

DISTINGUISHING CHARACTERISTICS

This is a journey-level classification providing clerical and administrative support. Incumbents perform a wide variety of administrative support duties, including assisting with customer service-related questions and issues. Positions at this level perform the full range of duties as assigned, working independently and exercising judgment and initiative. Positions 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 of the work unit. This classification is distinguished from the Senior Office Assistant in that the latter performs more advanced administrative and office support duties requiring additional training and/or experience and provides technical and functional direction to lower-level office support staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

1. Performs a wide variety of routine office administrative duties to support departmental operations, including filing, preparing records and basic reports, cashiering duties, processing applications and registration forms, and ordering and maintaining office and other related supplies.
2. Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
3. Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files; processes and files instructor invoices.
4. Prepares, copies, collates, and distributes a variety of documents, including informational packets; ensures proper filing of copies in departmental or central files.
5. Screens calls, visitors, and incoming mail; assists public at front counter and directs public to appropriate locations and/or staff; responds to requests for information, including providing information about services, classes, and events offered by the District; accepts registration forms from customers and enters information into the appropriate computer application.
6. Assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; directs callers to appropriate District staff as necessary.
7. Composes, types, formats, and proofreads a variety of routine reports, letters, documents, flyers, brochures, calendars, and memoranda; checks drafts for punctuation, spelling, and grammar; suggests corrections.
8. Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
9. Compiles information and data for administrative, statistical, and financial reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
10. Maintains and updates departmental record and tracking systems; enters and updates information with departmental activity, inventory files, and report summaries; retrieves information from computer application systems as required.
11. Gathers, assembles, updates, and distributes a variety of department or District specific information, forms, records, and data as requested.
12. Monitors and orders office and other related supplies; assists in preparing, processing, and tracking purchase requisitions for services and materials.
13. Performs cashiering duties; processes payments and issues receipts.



14. Operates a variety of standard office equipment including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, and multi-line telephones; may operate other department-specific equipment.
15. May assist with special event programs; assists in coordinating reservations, scheduling, and use of equipment and facilities.
16. Assists with District special events as needed.
17. Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

- High School Diploma or GED.
- Any relevant experience is desirable.

Knowledge of:

- Departmental practices and procedures and applicable District policies.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Basic accounting methods, procedures, and terminology.
- Basic recordkeeping principles and procedures and cash handling.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Make accurate arithmetic computations.
- Perform responsible clerical support and customer service work with accuracy, speed, and minimal supervision.
- Learn and understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Organize, maintain, and update office database and records systems.
- File materials alphabetically, chronologically, and numerically.
- Schedule and coordinate projects, set priorities, adapt to changing priorities, meet critical time deadlines.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Licenses and Certifications:

- At time of appointment, California Driver's License with a satisfactory driving record maintained throughout employment.



Livermore Area
Recreation and Park District
An independent special district

OFFICE ASSISTANT

PHYSICAL DEMANDS

Must possess: mobility to work in a standard office setting and use standard office equipment, including a computer, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity needed to access, enter, and retrieve data using a computer keyboard, calculator, and to operate standard office equipment. Occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Ability to lift, carry, push, and pull materials and objects up to 40 pounds or heavier weights with assistance and/or the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents typically work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents will interact with individuals in interpreting and enforcing rules, policies, and procedures.

WORKING CONDITIONS

Incumbents may be assigned an irregular work schedule, including weekends, early mornings, evenings, and holidays.

PRE-EMPLOYMENT CONDITIONS

- Department of Justice fingerprint clearance.
- TB Test

CLASSIFICATION DETAILS/HISTORY

Job Code: PT848

FLSA Status: Non-Exempt

Supersedes: Office Assistant I dated 3/14/07