

YAKIMA COUNTY, WASHINGTON
CLASS SPECIFICATION
CLASS TITLE: Office Assistant

BAND: A	GRADE: 1	SUBGRADE: 2	CLASS CODE: J23-1012
DEPARTMENT: Varies	ACCOUNTABLE TO: Varies	JOB FAMILY: Administration - Clerical	OVERTIME STATUS: Non-Exempt
JOB SUMMARY: The Office Assistant performs basic and routine clerical support activities involving reception, document receipt and distribution, provision of office information, filing, and maintaining a variety of basic data bases and entering data on a computer.			
DISTINGUISHING CHARACTERISTICS: The Office Assistant class is the entry level of a seven-level office support classification series. The Office Assistant class is distinguished from the Office Support Technician class by closer supervision in the accomplishment of routine assignments. The office support classification series is distinguished from the technical financial classification series by duties requiring less accounting knowledge and skill.			
DUTY NO.	ESSENTIAL DUTIES:		BAND/ GRADE
1	Answers phones and greets visitors; screens calls, directs calls to appropriate parties; refers callers or visitors to correct destination; takes messages and/or provides routine information regarding the office function.		A1
2.	Opens, sorts, date stamps and distributes incoming mail; prepares outgoing Mail.		A1
3.	Gathers, organizes, copies, binds, and prepares documents, files and informational packets.		A1
4.	Checks out audio visual equipment, tapes, films and other materials.		A1
5.	Types and/or enters data into a computer for a variety of documents such as correspondence, agendas, schedules and forms. Maintains data bases such as address lists, inventory check-out records and/or visitor records.		A1
6.	Pulls and files documents ensuring files remain in the proper order; routes files or documents to requesting party.		A1
7.	Receives and reviews for completion a variety of documents and applications, receives money for items, fees, services and/or donations.		A1
8.	Runs office errands such as picking up mail and reports and distributing files.		A1
9.	Performs other duties as required.		

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Knowledge of: (Position requirements at entry):

Knowledge of:

- Grammar, spelling and punctuation;
- Basic filing and file maintenance techniques;
- Customer service techniques;
- Phone etiquette;
- Basic knowledge of modern office practices.

Skills (Position requirements at entry):

Skill in:

- Answering phones and greeting visitors;
- Applying customer service techniques;
- Pulling and filing documents;
- Performing basic mathematical calculations;
- Learning new work processes;
- Using office equipment such as phones, copiers, calculators and fax machines;
- Using computer and related software applications;
- Establishing and maintaining effective interpersonal relationships at all organizational levels and with the public;
- Communication, both oral and written, sufficient to exchange or convey information and to receive work direction.

Training and Experience (Position requirements at entry):

High School Diploma or General Equivalency Diploma (GED) and one year of general experience or training related to office support functions; or an equivalent combination of education and experience which provides knowledge, skills and abilities sufficient to successfully perform the essential duties of the job.

Licensing Requirements (Position requirements at entry):

None Required.

Working Conditions: Position may have the potential exposure to the following:

Environment: Pathogen exposure work in locked down facilities, exposure to hostile/angry individuals, work outside of standard business hours and multiple work locations;

Physical Demands: bending, carrying, handling, lifting, reaching, sitting, standing, walking, fingering, balancing, climbing, crawling, crouching, kneeling, hearing, smelling, talking, visual acuity.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting, most of the time.

Intellectual Demands: ability to multitask, confidentiality, ability to work under pressure, ability to articulate and communicate in conversations, ability to follow written and verbal instruction.

Classification History:

New Class: 9/1/97

Revised: 1/1/99

Revised: 11/22