



CLASS SPECIFICATION

Class Code: 60000015
Date Established: 08/2023
Last Reviewed:
Last Revised:
Last Title Change:
FLSA: non-exempt
Probation: 6 months

OFFICE ASSISTANT

DEFINITION

Under direct supervision, performs a variety of general clerical duties in support of an assigned department or division; and performs other related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

One year of full-time clerical experience to include public contact experience; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

A valid driver's license may be required at the time of appointment.

Licensure as a Notary Public may be required based on area of assignment.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Perform front desk duties; answer telephones; develop and respond to emails, greet customers and visitors, and provide information on department services, programs, functions, policies, and procedures; schedule and confirm appointments; reserve rooms for meetings; transfer and direct calls to appropriate point of contact; document and relay accurate phone messages.

Develop, proofread, maintain, and distribute a variety of documents including general correspondence, records, reports, files, cases, memoranda, and spreadsheets.

Receive, review, and process various applications, licenses, certificates, permits and other department specific forms or documents; screen customers in accordance with department policies and procedures to provide department specific service; apply departmental policies and procedures to ensure items are complete and meet applicable requirements.

Perform records management duties for department/division; maintain and update manual and/or electronic file/record systems, mailing lists and other specialized record keeping systems.

Receive and process payments for fees, charges, licenses, and judgments and prepare receipts; make change; reconcile correct amount; prepare balance statements and bank deposits; receive and account for settlements made by other departments.

Assist department/division staff with projects and assignments by providing general clerical support to include compiling, organizing, and distributing information.

Perform data entry to include verifying data is accurate and complete; maintain and update information using a variety of specialized software.

Track, order, and maintain office supplies, merchandise and other purchases related to department operations.

Pick up, receive, open, date stamp, sort and disseminate incoming mail and other materials to appropriate department staff.

May use a Washoe County vehicle to transport children, adults, and seniors which includes transportation to school, visits, and appointments. May also include transportation of pets and belongings and other general support tasks for children, adults, and seniors.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance Level *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Department/division policies, practices, and procedures.

Department/division operations, services, and processes.

Terminology, acronyms, laws, rules, and regulations pertinent to the assigned department.

Department specific software and equipment.

Ability to:

Provide clear and concise information pertaining to department operations, services, and processes.

Interpret and apply pertinent laws, codes, and regulations related to functional area.

Understand the organization and operation of the County and outside agencies as necessary to assume assigned responsibilities.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Standard office procedures, practices, and methods.

Chronological, alphabetical, and numerical filing procedures; record management and retention.

Principles and practices of basic business correspondence, data entry, and documentation.

Principles and practices of effective customer service and proper telephone, email, and in person etiquette.

Microsoft Office and standard computer software.

Inventory control practices, procedures, and storage methods.

Ability to:

Accurately proofread documents for spelling, punctuation, completeness, and accuracy of content.

Collect, verify and enter data into applicable software; present information and data in report format.

Write general correspondence, reports, and other written materials.

Perform basic bookkeeping, maintain financial transaction data, and perform accurate arithmetic calculations to process payments.

Maintain confidentiality of department communications, data, and information.

Effectively handle multiple tasks simultaneously; prioritize and organize own workload to meet deadlines.

Communicate clearly and concisely, both verbally and in writing.

Establish, maintain, and foster effective and positive working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a professional office environment. Ability to lift and move objects weighing up to 25 lbs. Ability to use standard office equipment including computers, copiers, telephones, and FAX machines. Ability to work in a detention, shelter, clinic, and other department specific environment. Based on area of assignment, incumbents may be required to travel to different sites and locations, work weekends, holidays, and alternate schedules.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.