City of Bellingham
Classification Specification

CLASS TITLE	**Office Assistant**
DEPARTMENT	**Interdepartmental**
UNION:	**E-PLAN**
SG:	**E-3**
CS:	**N**
FLSA:	**Y**
EE04CODE:	**AS**

NATURE OF WORK:

Responsible for performing routine clerical support activities involving reception, document receiving and distribution, providing office information, entering or scanning data into a computer and maintaining basic data bases, filing, word processing from copy, copying and assembling documents, and receiving and receipting of fees for services. Duties are clearly defined and are executed within rules and regulations regarding confidentiality and public disclosure.

DISTINGUISHING CHARACTERISTICS:

The Office Assistant classification is an entry-level position and is first in the three-level office support series. The Office Assistant classification is distinguished by having close supervision and/or specific guidelines for work and routine clerical support duties. The Office Technician classification requires the application of program and system knowledge to a variety of program support activities using advanced office technical skills.

SUPERVISORY RELATIONSHIPS:

Reports to various supervisors and managers, depending upon department and program. May receive direction from lead workers.

ESSENTIAL FUNCTIONS:

1. Answers phones, takes and routes messages, greets and refers visitors and provides routine information regarding the office. For example: determines the nature and immediacy of the call or request; locates information; answers questions; refers calls to other staff; assists visitors with requests for records and reports; records messages and explains services, procedures, policies and fees.

2. Types and prepares copy, scans documents and enters data into a computer to update and maintain databases, prints reports and documents.

3. Gathers, retrieves, copies, distributes and files documents and records; prepares files for archiving or destruction; separates and distributes printouts.

4. Prepares outgoing mail including bulk mailings. Opens, sorts and distributes incoming mail which includes notifying staff of important deliveries.

5. Receives, receipts, and totals money for fees from a variety of departmental services, including end-of-day receipts.

6. Inventories and orders office supplies.

7. Performs messenger and office errand duties.

8. Gives instruction and training to co-workers.

ADDITIONAL WORK PERFORMED:

1. Performs related duties within the scope of the classification.

KNOWLEDGE AND SKILLS:

- Knowledge of basic office procedures, including filing and indexing systems, mailing procedures, and use of standard office equipment.
- Good business English and grammar skills to type and edit documents.
- Basic skill in mathematics to assist with bookkeeping tasks.
- Excellent customer service skills for interaction with co-workers and the general public.
- Good oral communication and interpersonal skills to establish and maintain effective working relationships with diverse groups of people including co- workers, department staff, citizens, and personnel from other City departments and outside agencies.
- Skill in using software programs as used by the position such as wordprocessing and spreadsheets.
- Ability to handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment with frequent interruptions.
- Willingness to maintain confidentiality of sensitive information.

WORKING ENVIRONMENT:

Work is performed primarily in an office setting with extensive time spent at a computer workstation. Works around standard office equipment. May work in an office with frequent public contact.

EXPERIENCE AND TRAINING REQUIREMENTS:

- High school diploma or General Equivalency Diploma (GED) required.
- One year of office experience preferred
- Keyboarding speed at level required by the position.
- A combination of experience and training that provides the applicant with the knowledge, skills and abilities to perform the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Some positions may require a valid Washington State driver's license and good driving record. Candidates must submit three-year driving abstract prior to hire.

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1/01

REVIEWED BY: _____
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