

## EAST BAY REGIONAL PARK DISTRICT

### OFFICE ASSISTANT/SENIOR OFFICE ASSISTANT

#### GENERAL FUNCTION

Under supervision, provides a variety of routine to difficult office support services to various District departments.

#### CLASS CHARACTERISTICS

Office Assistant is the journey level class of this series, fully competent to independently perform a variety of office support functions. Positions are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. Specific duties will vary with the department to which assigned.

Senior Office Assistant is the advanced level class of this series. This class is distinguished from the Office Assistant level of this series by the complexity of duties performed and the degree of independence to make decisions in non-routine circumstances. This class may also have lead or supervisory responsibility for assigned clerical staff, may support a large number of people or may work alone a majority of the time.

#### ESSENTIAL FUNCTIONS

The essential functions of this series include, but are not limited to: acts as receptionist and receives and screens visitors and telephone calls, takes messages or personally handles the call, such as, schedules school or other groups for interpretive programs, and provides factual information regarding District and/or assigned department activities and functions; types correspondence, reports, forms and specialized documents related to the functions of the assigned department from drafts, notes, dictated tapes or brief instructions, using a word processor; proofreads and checks typed and other materials for accuracy, completeness, compliance with District and departmental policies, and correct English usage, including grammar, punctuation and spelling; prepares and updates a variety of reports, which may require the use of arithmetic calculations; researches, compiles and provides tracking for information and data from departmental files, records and reports; maintains records and processes forms, such as payroll, purchase requisitions and other forms related to the assigned department.

#### OTHER FUNCTIONS & DUTIES

Other functions and duties related to this role will include: enters and retrieves data and prepares reports from an on-line or personal computer system, following established formats; reviews computer-produced reports for accuracy and makes corrections as required; operates standard office equipment; performs such office support activities as opening and distributing mail, processing outgoing mail, arranging for the repair of equipment, transmitting information, ordering office supplies, and keeping reference or brochure materials up to date.

#### MINIMUM QUALIFICATIONS

Office Assistant: Equivalent to graduation from High School; and two years recent, relevant clerical or general office experience dealing with the public.

Sr. Office Assistant: In addition to the above, one additional year (for a total of three years) of recent, responsible clerical or general office experience dealing with the public. OR, one year experience as an Office Assistant for the East Bay Regional Park District.

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KNOWLEDGE, SKILLS, AND ABILITIES:

Note: The level and scope of the knowledge and abilities listed below are related to job duties as defined under Class Characteristics.

Knowledge of modern office practices and procedures, including the operation of data processing and personal computer systems and other standard office equipment; correct English usage, including spelling, grammar and punctuation; business letter writing and the standard format for typed materials; policies and procedures related to the department to which assigned; basic arithmetic. Skill in organizing and maintaining office files and records, making accurate arithmetic calculations; typing 45 to 50 net words per minute from printed copy. Ability to perform detailed clerical work accurately; use initiative and sound independent judgement within established guidelines; understand and carry out oral and written directions; prioritize work and coordinate several activities; establish and maintain positive and cooperative working relationships with those contacted in the course of work at all levels, including a culturally diverse general public, with a focus on quality service to internal and external customers.

Depending on assignment, position may require the ability to take verbatim notes, either via dictation, speed writing, or dictaphone/tape recording transcription. Also depending on assignment, position may require the ability to train others in work procedures and the ability to plan, assign, review and evaluate the work of others.

SPECIAL CONDITIONS OF EMPLOYMENT

Certain positions will require a valid California driver's license as a condition of initial and continued employment in this classification.

Employment Category: AFSCME, Local 2428, Salary Ranges Effective 3/27/99

Office Assistant - \$2,854.30 - \$3,053.49

Senior Office Assistant - \$2,996.61 - \$3,219.87

Adopted by Board: June 6, 1989

Revision Approved by Board: March 21, 2000

Replaces Administrative Clerk I and II