

**CITY OF SALEM
OFFICE ASSISTANT I
flex classification**

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30003
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50003**

NATURE OF WORK

This is skilled clerical work of moderate difficulty and variety. This is not an entry level classification. Incumbents must become fully proficient in a variety of unrelated office tasks within a relatively short orientation period.

Work involves clerical responsibilities of moderate difficulty and variety differing among positions. Where work is repetitive, there is an added degree of responsibility for finality of action. Employees work under close supervision while learning the more difficult phases of work, but thereafter detailed instructions are received only on changes in procedures and on unusually difficult matters. Work of this class may involve the operation of a computer, transcription equipment, or other modern office equipment. Assignments may concentrate in the area of word processing, accurate data entry, filing, receptionist and customer service, compiling information for reports, balancing a variety of routine financial information, reviewing documents for accuracy and completeness and/or maintaining a variety of technical and correspondence records. Employees of this class may make arithmetic or other checks upon the work of other employees for accuracy and/or assist in training new employees or volunteers, but do not ordinarily provide work direction or contribution to performance appraisals of others. This is not a supervisory classification. Supervision is received in the form of work assignments and general objectives with periodic review of work product and performance.

The work of this classification differs from that of the Office Assistant I - Confidential by absence of the on-going knowledge of collective bargaining issues. This classification differs from the Office Assistant II by the limited scope of responsibility and authority to relieve supervisors of administrative details, process transactions and/or identify and resolve transaction problems.

An incumbent in this classification may be advanced without further competition to Office Assistant II based on satisfactory performance, recommendation of the supervisor, approval of the Personnel Director, and performance of responsibilities significant to the Office Assistant II classification. (See flex classification procedures for further information.)

ILLUSTRATIVE EXAMPLES OF WORK

(Any single position of a class will not usually involve all of the essential duties listed and many positions will involve essential duties which are not listed.)

Performs a variety of clerical duties involving posting, filing, arithmetical calculations and the

review and comparison of forms against an established standards. Receives payments and issues receipts, issues various items, reserves meeting rooms and City facilities. Answers routine questions concerning various policies and procedures or refers customer to appropriate personnel or agencies.

From rough drafts, transcribing equipment, or instructions, prepares correspondence, reports, statements, permits, receipts, and other materials, frequently requiring some independent discretion.

Provides information to others concerning procedures or policies to complete a transaction at a counter or reception area or through telephone conversations.

Participates in the maintenance of personnel, payroll, equipment, or other records.

Sorts and distributes mail for area served.

Performs other related work as required.

WORK QUALIFICATIONS

Some experience of a general clerical nature; graduation from high school including or supplemented by courses in commercial subjects; or any equivalent combination of experience and training which provides the following knowledges, skills, and abilities:

Knowledge of business English, spelling, punctuation, and arithmetic.

Knowledge of modern office practices and procedures and contemporary office equipment.

Considerable skill in the use of the keyboard, computer, calculator, and transcribing equipment as required in selected positions.

Skill in taking of oral dictation as required in selected positions.

Ability to plan and organize own work for accomplishment and work effectively during changing priorities and interruptions.

Ability to deal tactfully with the public.

Ability to make computations and tabulations with speed and accuracy.

Ability to maintain complex clerical records and to prepare reports from such records.

Ability to make decisions in accordance with regulations and established policies.

Work is performed in an office setting.

Personnel Director

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