

SENIOR OFFICE ASSISTANTDEFINITION

Under general supervision, performs skilled typing and a wide variety of moderately difficult and complex general clerical work or a more limited variety of difficult and responsible clerical work of a specialized nature.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

From rough drafts, general instructions, machine transcriptions, or information assembled from various sources, types, word processes and proofreads correspondence, reports, records, documents, and a variety of other materials frequently involving a high incidence of statistical data and technical terminology and/or requiring independent judgment in determining proper format. May compose routine correspondence. Assists public in person or by telephone, by furnishing information, explaining and interpreting established policies, procedures or regulations, receiving and resolving or referring complaints, and conducting general transactions such as processing applications, issuing licenses and permits, providing copies of public records, etc. Makes travel arrangements, prepares trip folders and reconciles expenses. Establishes and maintains filing and indexing systems. Prepares and maintains moderately complex abstracts or summarizes statistical and other data. Checks and verifies bills and receives and accounts for money. Maintains stock levels of stationery supplies and prepares requisitions and purchase orders. Operates office equipment such as calculators and copy machines and personal computers. May be assigned to review work of other clerical employees and assist in training new workers. May perform payroll duties. May perform duties of high-level clerical classifications in a training or relief capacity. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is a broad, experienced-level office clerical class. The use of typing skills is essential in the satisfactory performance of the work of all positions in this class, although degree of usage and difficulty may differ among positions. Incumbents work without close supervision and within a framework of established policies and procedures, are expected to perform varied clerical work of moderate difficulty and complexity, with only occasional instruction or assistance.

Adequate performance at this level requires a good knowledge of specific laws, regulations, policies, and procedures pertaining to area of assignment, the use of initiative and independent judgment in selecting proper work methods, conducting transactions with public, and solving routine problems based on knowledge gained through experience. Work is reviewed through internal controls and observation of results obtained.



### RECOMMENDED MINIMUM QUALIFICATIONS

One year of typing and varied office clerical work or any equivalent combination of education, training, and experience which provides the desirable knowledge, skills and abilities.

### DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: modern office practices, procedures, equipment and clerical techniques.

Ability to: type at a corrected rate of no less than 50 words per minute from clear copy; type rapidly and accurately from machine transcriptions; operate word processing equipment; understand and carry out moderately complex oral and written instructions; perform assignments without close supervision; learn, interpret and explain specific regulations, policies and procedures; maintain moderately complex or confidential records and prepare reports from such records; use correct grammar and spelling; make accurate and rapid computations and comparisons; work effectively with the public in situations requiring tact and poise; work effectively with other employees.

Skill in: the operation and care of modern typewriters and other office equipment, such as computers.

### DESIRABLE CHARACTERISTICS

Successful performers are well-organized self-starters, highly skilled in keyboarding, filing, and public contact. When dealing with the public, they are pleasant, courteous and helpful even when responding to complaints. Additionally, they are efficient, detail-oriented, and enjoy a fast-paced, productive environment.

Prepared and approved through 1986-87  
Clerical Study Process  
Former Class Title: Typist Clerk II  
New title effective: 1-1-88  
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