



## **OFFICE ASSISTANT I**

### **DEFINITION/PURPOSE:**

Provide a variety of routine clerical support activities to Authority departments, offices, and programs that may include receptionist, typing, word processing, preliminary file research, data entry, record keeping, and filing duties.

### **DISTINGUISHING CHARACTERISTICS:**

This classification is the entry-level clerical position for the Authority and performs a variety of basic office support duties. All positions are characterized by the presence of clear guidelines from which to make decisions and the immediate availability of supervision in non-routine circumstances. Specific duties will vary with the organizational unit to which they are assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives direct and immediate supervision from a department head or other designated position and may receive lead direction from a higher-level clerical employee.

This classification is not responsible for the supervision of other Authority classifications.

**ESSENTIAL JOB FUNCTIONS:** Duties may include, but are not limited to, the following:

- Type correspondence, reports, forms, agendas, and routine documents related to the functions of the employing organizational unit from drafts, notes, or brief instructions, using a typewriter or personal computer.
- Check typed and keyed materials for accuracy, completeness, compliance with unit policies, and correct English usage, including grammar, punctuation, spelling.
- Under immediate supervision, enter and retrieve data from an online and/or personal computer system, following established formats. Assist in the preparation and updating of a variety of data and forms, including those that may require the use of arithmetic calculations. Review computer-produced documents for general accuracy and format, and make corrections as directed.
- Assist in the maintenance of office files. Assist in the research and compilation of information from such files.

- Act as an office receptionist and receive visitors, screen telephone calls, and take messages and reports. Refer calls to proper person or to supervisor.
- Provide factual information regarding inquiries about the department, office or program activities and functions. Receive client comments regarding unit service and pass on such comments to supervisor.
- Assist in the maintenance of records and process forms, such as applicant files, eligibility files, client files, applications, vouchers, and other forms specific to the employing organizational unit, as directed. Assist in the maintenance of a variety of lists, ledgers, logs, and indexed files, as requested.
- Maintain a general familiarity with program requirements and Authority policy related to the organizational unit to which assigned.
- Operate standard office equipment and assist in the performance of such office support activities as picking up, opening, and distributing mail, preparing and processing outgoing mail, and maintaining an inventory of office supplies.
- Maintain a professional and cordial attitude towards co-workers and clients.
- Maintain consistent and regular attendance.

**OTHER JOB FUNCTIONS:**

- May translate English/Spanish.
- Perform related duties as assigned.

**SPECIAL REQUIREMENTS:**

Knowledge of – The use of personal computers and various Windows-based applications programs. Basic telephone etiquette, and the proper use and operation of telephone systems. Correct use of oral and written English, spelling, punctuation, and composition. Business letter writing and the standard format for typed materials. The operation of standard office equipment.

Ability to - Communicate clearly and concisely in oral and written English. Follow oral and written instructions. Establish and maintain effective working relationships with those contacted in the course of work. Learn to operate specialized department/office equipment and read and interpret specialized department documents. Operate a personal computer, including spreadsheet and word processing programs, and learn specialized Authority programs.

Licenses and Certificates – Possess an appropriate California Driver License with a driving record acceptable to the Authority.

Physical Abilities and Work Environment – The employee must be able to sit for lengthy periods of time in an indoor office environment. Possess uncorrected hearing and a clear easily understood voice to communicate with the public by telephone. Crouch, bend, kneel, and lift up to 25-50 lbs. Use keyboard equipment for lengthy periods of time.

Other - Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work from the Immigration and Naturalization Service.

- Bilingual fluency in English and Spanish is desirable.
- Be insurable by the Housing Authority's insurance carriers.

**EXPERIENCE AND EDUCATION GUIDELINES:**

Any combination of experience and education that would be likely to provide the required knowledge, skills, and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge, skills, and abilities is:

Experience – No experience is required; however, experience or training in a clerical or general office setting with an organization whose function is generally related to the activities of the employing organizational unit is desirable.

Education – Graduation from an accredited high school or an equivalent certificate or diploma recognized by the State of California.

By signing below, you agree to execute the following duties stated on this job description.

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date