



OFFICE ASSISTANT II

Effective: 01/01/03

DEFINITION/PURPOSE:

Provide a variety of routine to difficult 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 journey-level clerical position for the Authority and is fully competent to perform a variety of office and administrative support duties. All positions are characterized by the presence of clear guidelines from which to make most decisions and the availability of supervision in most non-routine circumstances. Independent judgment may be required in some circumstances. Provides clerical/administrative support to lead and supervisory employees. Specific duties will vary with the organizational unit to which they are assigned.

SUPERVISION RECEIVED AND EXERCISED:

Receives direct and general program supervision from a Department Head or other designated position and/or lead direction from a higher-level clerical employee.

This classification is not normally responsible for the supervision of other Authority classifications; however, may direct the activities of students/intern assigned to the unit.

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

- Type correspondence, reports, forms, agendas, and specialized documents related to the functions of the employing organizational unit from drafts, notes, or brief instructions, using a typewriter or personal computer.
- Proofread and check typed and other materials for accuracy, completeness, compliance with unit policies, and correct English usage, including grammar, punctuation, spelling.
- Enter and retrieve data and prepare a variety of daily, monthly, quarterly, and annual reports from online and/or personal computer system, following established formats.

- Prepare and update a variety of reports and forms, which may require the use of arithmetic calculations. Review computer-produced reports for accuracy and format, and make corrections as required.
- Serve as a department contact for outside agencies, contractors, applicants, social service agencies, and clients. Respond to requests for data in accordance with the policies of the employing unit.
- Verify application information with outside agencies. Issue requests for criminal background checks. Coordinate information received with technical and professional employees within the unit. Schedule appointments for unit employees.
- Maintain records and process forms, such as applicant files, eligibility files, client files, applications, vouchers, and other forms specific to the employing organizational unit. Maintain a variety of lists, ledgers, logs, and indexed files containing information key to organizational processes or procedures or the public.
- Maintain department files and archives. Keep track of pending files, pull files, withdraw clients from lists, reactivate closed files; all under the direction of departmental technical and professional employees.
- Prepare periodic departmental reports, flyers, and notices to the public. Prepare letters to clients such as appointment letters and related routine correspondence. Create forms and prepare spreadsheets needed for analysis.
- Maintain a working general familiarity with program requirements and Authority policy related to the organizational unit to which assigned.
- Act as receptionist and receive and screen unit visitors and telephone calls and take messages and reports. Make judgments on call priorities. Provide factual information regarding inquiries about the Authority or unit activities, as well as Authority housing programs.
- Assist in HQS inspections, as assigned.
- Operate standard and specialized office equipment, and perform such office support activities as picking up, opening, and distributing mail, preparing, and processing outgoing mail, maintaining an inventory of office supplies, and conducting supply and upkeep on copy machines.
- Perform duties out of class, as assigned.
- Serve as a contact person for landlords, explain generally how various programs work, and refer clients to social services. Handle walk-in clients in the absence of specialists.
- Collect rents from clients and prepare rent receipts.
- Develop desk procedures as needed or directed.
- Coordinate holiday activities with residents, as required.
- Pickup applications for housing at local social services agencies.
- Maintain a professional and cordial attitude towards co-workers and clients.
- Maintain consistent and regular attendance.

OTHER JOB FUNCTIONS:

- Fill in for Receptionist/Cashier, as requested, and perform cover and fill-in duties for personnel in other related clerical/administrative positions.

- May translate English/Spanish.
- Assist in the training of new staff.
- Perform related duties as assigned.

SPECIAL REQUIREMENTS:

Knowledge of – The use of personal computers and various Windows-based applications programs. Basic telephone etiquette, the proper use, and operation of telephone and related communications systems. Correct use of oral and written English, spelling, punctuation, and composition. Business letter writing and the standard format for typed materials. Bookkeeping principles and business data processing procedures. Basic record keeping principles and practices, basic business mathematics, and the operation of standard office equipment.

Ability to - Communicate clearly and concisely in oral and written English. Read, understand, and apply established Authority policies, procedures, practices, and regulations and those of the employing organizational unit. Follow oral and written instructions. Work under the pressure of deadlines and perform multiple tasks concurrently. Assess the critical importance of information received from various sources. Compose routine correspondence from brief instructions. Prepare clear and concise reports. Deal effectively with the public under normal and confrontational circumstances. 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 or stand for lengthy periods of time in an indoor office environment. Excellent uncorrected hearing and a clear unaccented easily understood voice are required in communicating with the public in person and 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; however, may be required in some positions.

- 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 – Two (2) years of experience in a clerical position in a general office setting with public contact is desirable. Experience 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. Business school graduation or two years of college-level courses generally related to the activities of the employing organizational unit are desirable.