

CLASS SPECIFICATION

Senior Office Assistant
Code Number: _____

GENERAL PURPOSE

Under general supervision, types and edits documents ranging from general correspondence to highly technical reports; performs a variety of difficult, responsible and specialized office and administrative support functions; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey-level class in the Office Assistant series. Incumbents produce a wide range of documents and reports and carry out difficult and responsible office and administrative support functions requiring a good knowledge of section regulations, policies and procedures. Incumbents may provide secretarial services to section managers.

A Senior Office Assistant is distinguished from an Office Assistant I/II in that Senior Office Assistants perform significant technical and specialized administrative and office support functions with minimal direction and supervision, in addition to providing general clerical support. Assigned work requires the use of initiative and judgment in selecting appropriate work methods, interacting with and handling complaints from parties at interest and the public and solving non-routine problems based on knowledge gained through experience. Incumbents may supervise the work of lower-level office support staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

Types, formats, edits, revises, proofreads and prints reports, correspondence, memoranda, transmittal sheets, agreements, contracts, legal documents, technical charts and tables and other specialized and technical materials; types from rough notes, drafts, dictation, modified standard formats and brief oral instructions; edits and revises materials on diskette; develops, revises and maintains standardized and master documents; composes correspondence, reports and informational materials; assists in designing and producing technical information handouts.

Assembles agenda packets and hearing case files; ensures all information is accurate and files are complete; drafts legal notices; types and mails meeting notices to tenants, property owners and other interested parties; drafts procedures and arranges for publication of legal notices; monitors

compliance of publications with legal requirements and maintains files of Certificates of Publication; verifies publication invoices.

Maintains records and logs of specialized or technical documents processed; reviews documents for accuracy, completeness and compliance with requirements; sets up case files.

Answers, screens and refers telephone calls; calendars appointments; assists the public in person and by telephone; responds to complaints from tenants, property owners and the public, refers complaints to appropriate staff and/or takes or recommends action to resolve the complaint.

Maintains a variety of confidential files; prepares and types personnel documents; processes time sheets; distributes time sheets; maintains attendance and time off records.

Copies, compiles and distributes contracts, reports and documents.

OTHER DUTIES

May exercise technical and functional supervision over assigned office support staff; may train others in operating policies and procedures.

Assists in assembling and preparing the assigned unit's annual budget; monitors expenditures against budget; prepares purchase requisitions and requests for payment.

Makes and confirms travel arrangements; types itineraries, requests travel advances and compiles expense reports.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Office administration practices and procedures; principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation; Commission organization, ordinances, rules, policies and procedures applicable to the section's operations; word processing, spreadsheet other standard business software; record keeping, filing and purchasing practices and procedures; records management practices and procedures; the principles and practices of effective supervision.

Ability to:

Operate a computer terminal and/or computer using word processing, spreadsheet, database and other standard business software; type accurately at a speed necessary to meet the requirements of the position; organize, set priorities and exercise sound independent judgment within areas of responsibility; interpret, apply, explain and reach sound decisions in accordance with laws, regulations, policies and procedures; organize and maintain office and specialized files; compose routine correspondence from brief instructions; communicate clearly and effectively orally and in

writing; understand and follow written and oral instructions; prepare clear, accurate and concise records and reports; use tact and discretion in dealing with sensitive situations and concerned individuals; establish and maintain effective working relationships with Commission staff and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or GED equivalent and three years of increasingly responsible office administrative or secretarial experience; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 10 pounds. Employees are frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with managers, staff, tenants, property owners, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.