

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

OFFICE ASSISTANT II

DEPARTMENT: ADMINISTRATION

FLSA OVERTIME STATUS: NON-EXEMPT

BARGAINING UNIT: OPERATING ENGINEERS LOCAL 3

APPROVED BY BOARD OF DIRECTORS - 02/16/05

SUMMARY: To perform the duties of receptionist and customer services and to perform a wide variety of document preparation, data entry, and general office support involving extensive public contact work; to perform other related work as required.

SUPERVISION: Receives direct supervision from the Accounting Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be required and assigned.

- Serves as receptionist and customer services representative, greets the public and provides information on routine questions and directs complex technical questions or unusual requests to appropriate staff members; takes and relays messages;
- performs a wide variety of office assistance and general office support work including document preparation, filing, answering the telephone and assisting the public;
- performs kitchen duties as required;
- types forms, memoranda, miscellaneous correspondence, and purchase orders;
- sets up and maintains a variety of files; sorts and files documents and registers information;
- collects, sorts, date stamps and distributes mail; prepares and sends out welcome letters/packets to new customers; orders and maintains adequate office supplies;
- receives, prepares receipts, records and deposits funds;
- assists in training other part-time and temporary office support personnel;
- responsible for maintaining office equipment in working order and arranging training;
- performs the duties of other office support staff in a backup and fill-in capacity as needed.

DISTINGUISHING CHARACTERISTICS:

This is the full working level in the Office Support series. Incumbents in this class work under minimal supervision in any of the work areas specified in the definition above. They are expected to perform complex tasks. Incumbents will be assigned specific duties according to the District's needs and the individual's ability.

QUALIFICATION REQUIREMENTS:

Knowledgeable in receptionist and telephone techniques, math, filing and recordkeeping procedures, standard office machines, equipment and software. Proper use of English language, spelling, grammar and punctuation.

Ability to meet the public with courtesy and tact. Perform routine office assistance and office support work. Learn office methods, rules and policies. Understand and carry out oral and written directions. Maintain cooperative working relationships with those contacted in the course of the work. Carry out directions independent of close supervision. Operate computer and related accounting and office support software.

EDUCATION AND/OR EXPERIENCE:

Any combination of training and experience providing the required knowledge and ability is qualifying. A typical way to obtain this knowledge and ability would be:

Minimum Education: High School diploma and/or equivalent.

Office Assistant II: - One year of experience as an Office Assistant I; *or*

Two years of office support experience sufficient to demonstrate the ability to perform a variety of receptionist, customer services, and general office support work in an independent manner.

LICENSE AND/OR CERTIFICATES:

Possession of the category of California Driver's license required by the State Department of Motor Vehicles to perform the essential duties of the position. Continued maintenance of a valid driver's license, insurability, and compliance with established District vehicle operation standards are a condition of continuing employment.

PHYSICAL DEMANDS:

Ability to operate a variety of automated office machines; reasonable typing and writing skills; exert light physical effort in sedentary to light work involving sitting most of the time, but may involve walking or moving from one area to another or standing for brief periods of time.

Ability to exert negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

The employee must occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT:

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

The noise level in the work environment is usually quiet.