

FIRE DEPARTMENT
SANTA CLARA COUNTY

OFFICE ASSISTANT II

DEFINITION

Under general supervision, the incumbent performs a variety of office assistance work such as clerical tasks, answering phones, computer usage processing a variety of documents and correspondence, data entry, and other related work as required.

DISTINGUISHING CHARACTERISTICS

Office Assistant II differs from the lower classification of Office Assistant I in that the Office Assistant I is an entry-level position within the clerical class series. The Office Assistant II is an experienced-level office assistant within the clerical class series. Incumbents are expected to become familiar with the practices and protocols of the division where assigned. Job assignments are performed with minimal guidance and supervision.

Work is performed under general supervision of an Administrative Support Officer.

EXAMPLES OF DUTIES

Depending upon assignment, incumbent's duties may include, but are not limited to, the following:

- Provide basic clerical support to division staff such as typing, proofreading correspondence, reports, process handwritten drafts and disseminate as required;
- Provide receptionist support at regular work station and back up support for the main receptionist; answer routine questions from the general public and County Fire personnel, route to appropriate staff person;
- Receive and review requests for specialized permits; review applications according to division, state and federal requirements; issue permits to applicants who meet appropriate qualifications and standards, create computer reports for the same;
- Receive monies and record payments for permits and perform other basic financial record keeping as directed; perform routine data entry of basic permit, regulatory, financial or other information; print out reports based upon data entered;
- Schedule inspections according to division and regulation guidelines and procedures; schedule similar specialized meetings for division staff; maintain calendars of appropriate staff.
- Assist in completing requisite department, county and state reports as required.
- Receive, sort and distribute mail; prepare outgoing mail for either express, regular courier or electronic delivery.

Office Assistant II, Page 2

EXAMPLES OF DUTIES (continued)

- Sort, file, and retrieve hard copies of information to be maintained.
- Maintain inventories of informational material.
- Maintain invoices, office files and records; record and log invoices and claims.
- May work on specialized reports or projects as assigned.
- Provide clerical assistance and back-up to other Office Assistant and Secretary positions within the Department as needed.
- Perform a wide variety of office and program support assignments such as maintenance of appointment schedules, routine photocopying, scanning, etc.
- Operate a personal computer, using word-processing, spreadsheet, and other software currently utilized by the Department; operate other office equipment.
- Perform other related duties as assigned.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; physical ability to lift and move objects weighing up to 25 pounds; use of audio-visual equipment; use of office equipment including computer, telephone, calculator, copier, FAX, microfiche, scanner, and laminator.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment and contact with County Fire employees and the public.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of training and/or professional experience that demonstrates the possession and application of the knowledge, skills and abilities required to perform this function. A typical way to obtain the required knowledge and abilities would be:

An education equivalent to the completion of the twelfth grade and one (1) year of professional office assistance experience, performing assignments comparable to those of an Office Assistant with the Department.

Special Requirements: None.

Office Assistant II, Page 3

EMPLOYMENT STANDARDS (continued)

Knowledge Of:

- Policies and procedures of the Department.
- Modern office practices, methods, and procedures.
- Filing and information retrieval systems.
- Computers and software used in the office, and program-support assignments for word-processing and spreadsheet applications.
- Operation and use of office equipment.
- Correct English usage, spelling, grammar, and punctuation.
- Basic mathematics.
- Generally accepted customer service principles.

Ability To:

- Perform a variety of office assistance assignments with minimal guidance and supervision.
- Interpret and apply the policies and procedures of the office where assigned.
- Type at a rate of 40 net words per minute from clear, legible copy.
- Operate a computer, using word-processing and other software as appropriate.
- Operate office equipment.
- Follow oral and written directions.
- Record, file and transmit hard copy and electronic information.
- Deal tactfully and courteously with other Department staff and with the public, providing information and responding to concerns about the respective division and/or programs.
- Establish and maintain cooperative working relationships.
- Communicate effectively, verbally and in writing.
- Prioritize to meet the Department's needs.

Driver's License: Possession of a valid, appropriate State of California Driver's License.