

**FIRE DEPARTMENT
SANTA CLARA COUNTY**

OFFICE ASSISTANT

DEFINITION

The principal functions of the Office Assistant classification is to serve as receptionist, answer phones, take messages, provide customer service, and perform general office work such as basic data entry, typing, and filing.

The Office Assistant classification is a single classification working under the supervision of a Deputy Chief, Division Director, or their designee. General office skills, customer service, phone etiquette, and typing are required.

This classification is a Fair Labor Standards Act non-exempt, represented position in the Classified Service.

EXAMPLES OF DUTIES

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

- Serve as office receptionist; greet visitors, answer the telephone, provide information, refer callers and visitors to appropriate parties, and receive and transmit messages.
- Maintain inventories of informational materials in order to direct customers to the appropriate parties within the Department.
- Receive and record miscellaneous payments; assist with basic office records management and tabulate data.
- Receive, sort, and distribute mail.
- Operate a computer; use Microsoft Word, Microsoft Excel, and other software required to perform tasks.
- Type and proofread documents.
- Perform a variety of general and basic office assistant assignments such as filing, collating, and basic data entry.
- Operate a telephone console and other related office equipment.
- Schedule conference rooms.
- Maintain procedural desk manual.
- Perform other duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: High school diploma or a California High School Equivalency Certificate, and any combination of training and experience which would likely provide the required knowledge and abilities. A typical way to obtain the required knowledge and abilities is one (1) year of responsible office reception and administrative support work experience.

EMPLOYMENT STANDARDS (continued):

Highly Desirable: Trained in general office skills, computer software applications, and telephone etiquette.

Knowledge Of:

- Basic customer service etiquette.
- Office communication skills and requirements.
- Data entry in computer software applications.
- Generally accepted professional filing, sorting, and organizing practices.
- Correct English usage, spelling, grammar, and punctuation.
- Basic math.
- Telephone console operations and other related office equipment.

Ability To:

- Establish and maintain positive public relations and cooperative working relationships.
- Interact with customers in person and on the telephone.
- Perform a variety of basic clerical tasks such as filing, sorting, and organizing.
- Type at a rate of 40 words per minute.
- Follow verbal and written directions.
- Complete basic math calculations.
- Operate a variety of general office equipment including a telephone console, computer, copier, fax machine, and printer.
- Demonstrate initiative and exercise good judgment in the performance of duties.

Working Conditions/Physical Demands: Work is performed in an office environment with constant customer contact. The position requires prolonged sitting and intermittent standing, walking, reaching, twisting, turning, kneeling, bending, squatting, stooping, grasping, and repetitive and fine coordination hand movement. The incumbent must be able to lift, push, and pull files, paper, and documents weighing up to 25 pounds.

Required License: Possession and continued maintenance of a valid class C California driver's license and a safe driving record may be required or the ability to provide alternative transportation, as approved by the appointing authority.

Pre-Employment Requirements: The candidate will be required to complete a Live Scan fingerprint, background check, and medical examination.