

**Senior Office Assistant**Class Code:
0135

Bargaining Unit: AFSCME - White Collar

COUNTY OF HUMBOLDT
 Established Date: Aug 1, 1990
 Revision Date: May 1, 2015

SALARY RANGE

\$16.61 - \$21.32 Hourly

DEFINITION:

Under general supervision, assigns, directs and reviews the work of a small office support staff; provides difficult or specialized office support to various County offices; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is either the working lead level in the office support series with responsibility for providing direction to a group of office assistants performing similar work, or is the specialist level that performs difficult, technical, complex or specialized office support duties. This is not considered a supervisory class in that the selection, evaluation and discipline of employees is normally not assigned to this level and the number of employees for which direction is provided is limited. This class is distinguished from Office Services Supervisor in that the latter is the first full supervisory level in this series.

EXAMPLE OF DUTIES:

- Provides lead direction, training and work review to a small office support staff; organizes and assigns work, sets priorities and follows up to ensure coordination and completion of assigned work.
- Provides input into selection decisions, performance evaluations, disciplinary matters and other personnel decisions.
- Performs difficult, complex technical and/or specialized office support work, which may require the exercise of independent judgment, the application of technical skills and a knowledge of detailed or specialized activities related to the department to which assigned.
- Researches and assembles information from a variety of sources for the completion of forms or the preparation of reports; makes arithmetic or statistical calculations.
- Provides information to the public or to County staff that requires the use of judgment and the interpretation of policies, rules or procedures.
- Organizes and maintains various departmental files.
- Types correspondence, reports, forms, and specialized documents from drafts, notes, dictated tapes, or brief instructions, using a typewriter, word processor or computer terminal.

- Proofreads and checks typed and other materials for accuracy, completeness, and compliance with departmental policies and regulations.
- Enters and retrieves data and prepares reports using an online or personal computer system; reviews such reports for accuracy and makes corrections as required; may perform complex production computer information entry.
- Attends to a variety of office administrative details such as ordering supplies, arranging for the repair of equipment, transmitting information, and keeping reference materials up to date.
- Acts as receptionist and receives and screens visitors and telephone calls and directs the caller to the proper person or personally handles the call.
- Processes forms and records such as work orders, purchase requisitions and others related to the organizational unit; operates standard office equipment.

QUALIFICATIONS:**Knowledge of:**

- Basic supervisory principles and practices.
- Office administrative practices and procedures, including filing and the operation of standard office equipment.
- Basic business data processing principles and the use of word processing or personal computing equipment.
- Policies and procedures related to the department to which assigned.
- Proper form for typed materials.
- Business arithmetic, including percentages and decimals.
- Correct English usage, including spelling, grammar and punctuation.
- Basic record keeping principles and practices.

Skill in:

- Planning, assigning, directing and reviewing the work of others.
- Training others in work procedures.
- Performing technical, specialized, complex or difficult office support work.
- Analyzing and resolving varied office administrative problems.
- Organizing, prioritizing and coordinating work activities.
- Reading and interpreting rules, policies and procedures.
- Organizing, researching and maintaining office files.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Composing routine correspondence from brief instructions.
- Using initiative and sound independent judgment within established procedural guidelines.
- Operating standard office equipment, including a word processor and/or personal or on-line computer.

Other Requirements:

- Specified positions may require the possession of a valid California driver's license.
- Specified positions may require skill in typing accurately at a rate sufficient to produce final documents and enter information into a computer system.

Desirable Education and Experience:

- A typical way to obtain the knowledge and skills outlined above is: One year of office support experience at a level equivalent to the County's class of Office Assistant II.