

**CITY OF LINCOLN  
OFFICE ASSISTANT I/II**

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

**DEFINITION:**

Under general supervision, learns to perform and performs routine tasks and duties assigned to classes within the Office Assistant series by providing office, secretarial and administrative support to management staff and other staff as needed; assists callers and visitors by supplying information personally or directing information requests according to established procedures; sorts, logs and maintains records and other documents; interprets and applies policies, procedures and work methods associated with assigned duties; performs other related duties as required.

**DISTINGUISHING CHARACTERISTICS:**

**Office Assistant I**

The Office Assistant I is the entry level class in the office support series responsible for performing less complex assignments within an established procedural framework where there are minimal consequences of error. This classification is distinguished from the next higher classification of Office Assistant II by the performance of more routine, repetitive and less complex assignments.

**Office Assistant II**

The Office Assistant II is the full working level position in the office support series in which incumbents are expected to independently perform the full scope of assigned duties. Incumbents perform a full range of office and administrative support duties including lead responsibilities over Office Assistants I, organization and coordination of work load, maintenance of a calendar and scheduling appointments, preparation of reports, agenda materials, resolutions and ordinances. This classification is distinguished from the next lower classification of Office Assistant I by the greater complexity of assignments and higher degree of independent action.

**SUPERVISION RECEIVED/EXERCISED:**

**Office Assistant I**

Receives immediate supervision from administrative and/or management staff. Incumbents of this class do not routinely exercise supervision.

**Office Assistant II**

Receives general supervision from administrative and/or management staff. May exercise functional and technical supervision.

**ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Performs the duties assigned to classes in the Office Assistant series including organizing and coordinating work; sets priorities and meets deadlines; performs a variety of office administrative tasks such as purchasing requisitions, ordering materials and supplies, monitoring supply budgets, and keeping current reference materials and files.

- Types drafts and a wide variety of finished documents from recording devices, notes, brief written or oral instructions; compiles and maintains records and prepares reports; prepares agenda materials, draft reports, resolutions and ordinances; inputs, retrieves and references various computer data management systems such as financial and/or budget systems; attends meetings and records and transcribes minutes.
- Performs specialized and/or confidential records maintenance and retention functions; scans and enters documents to database; maintains and retrieves records and documents; posts and distributes public notices; assists with the compilation of various city agenda packets.
- Makes appointments and maintains a calendar; maintains tickler file; schedules and arranges meetings and makes travel arrangements; organizes meetings by notifying participants, making room arrangements, and preparing required informational materials; sorts and distributes mail received by departmental staff.
- Provides follow-up and research information on inquiries and problems which require knowledge of services and programs of the City; resolves problems and responds to special assignments which require interdepartmental or staff communications; responds to questions and concerns from the general public; provides information as is appropriate and resolves complaints.
- Receives and processes fees, enrollment charges, fines or other money; prepares receipts and balances money received; prepares rental agreements and reviews for completeness.
- Maintains petty cash, daily cash and daily revenue records; performs a variety of general accounting operations including, receivables and bank deposits; processes purchase orders and checks incoming orders.
- Maintains office equipment and facilities; requests and follows up on building maintenance and custodial services; operates and performs routine preventative maintenance on office machines including data/word processors, copiers, field dispatch equipment etc.
- Receives incoming telephone and may receive voice radio calls; secures and records information and uses radio to dispatch necessary City services.
- Demonstrates understanding of applicable policies, procedures and work methods associated with assigned duties.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

**PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work-related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

**QUALIFICATIONS:**

The following are minimal qualifications necessary for entry into the classification.

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an Office Assistant I/II. A typical way of obtaining the required qualifications is to possess the equivalent of:

**Office Assistant I**

One year of clerical experience, and a high school diploma or equivalent.

**Office Assistant II**

In addition to the above, one year of experience equivalent to that of an Office Assistant I, and a high school diploma or equivalent.

**License/Certificate:**

Possession of, or ability to obtain, a valid class C California driver's license.

**KNOWLEDGE, SKILLS AND ABILITIES:** *(The following are a representative sample of the KSAs necessary to perform essential duties of the position.)*

**Knowledge of:**

Standard office and administrative policies and procedures; specified computer applications involving word processing, data entry, data base access and/or standard report generation; business arithmetic; business letter writing and the standard format for typed materials; depending on assignment, knowledge of accounting, clerical, construction, legal and computer operation terminology may be required; administrative procedures affecting inventory, purchasing, accounting; applicable federal, state and local laws, codes and regulations; basic principles of mathematics; methods and techniques of scheduling work assignments; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

**Skill to:**

Operate an office computer and a variety of word processing and software applications; operate a variety of automated office machinery and equipment including printer, typewriter, calculator, facsimile machine, copier, multi-line telephone systems, etc.; type accurately from clear copy at a rate of 35 words per minute for Office Assistant I, and 45 words per minute for Office Assistant II.

**Ability to:**

Provide general clerical support to a specialized work unit; use applicable office terminology, forms, documents and procedures in the course of the work; maintain accurate office files; compose correspondence or documents; meet critical deadlines; deal successfully with the public, in person and over the telephone; courteously respond to community issues, concerns and needs; interpret, explain and apply applicable laws, codes and regulations; perform mathematical calculations quickly and accurately; make suggestions

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to adjust standard operating procedures as is appropriate; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Salary Range:** Refer to Professional/Administrative Group Salary Schedule  
**FLSA:** Nonexempt  
**Employee Group:** Professional/Administrative, Local 39