

OFFICE ASSISTANT V

ROLE

These employees perform a variety of office assistant tasks as generalists in support of administrative, program or technical operations. Employees perform a variety of ongoing work functions that include a diversity of records, reports and filing activities, public contact, office equipment operation, composition, and other general office duties. Work requires a knowledge and use of applicable office equipment systems and related technology. Some employees may spend a large percentage of time in office machine operation to support the work production of the overall work unit. Several software packages may be used to enter, retrieve, verify, update, research, and/or authorize actions. The variety and complexity of these packages may increase as the level of responsibility increases.

Employees work in a variety of environments and may work individually or in combination with other office support or administrative employees. They report to higher-level office assistants or administrative employees, first line supervisors, professionals or program managers. At the higher levels, employees work at higher levels of independence from regular supervision even if working under the supervision of higher-level administrators. Work reflects an increase in complexity or scope of tasks, the knowledge and application of policies and procedures, degree of independence and accountability, and consequence of tasks performed. Employees may supervise others. Positions excluded from this role are those which are considered as Personal Assistants who participate in the accomplishments of the supervisors' jobs; positions that serve as mini-business managers for a small unit providing management support services typical to accounting, budget, personnel and payroll; and positions primarily concerned with the responsibility for planning and directly coordinating a variety of general support functions for a program. Working titles for Office Assistant positions may include Typist, Office Support Specialist or similar titles.

NATURE OF WORK

Employees at this level independently perform a variety of office support and some administrative tasks in support of an operation, program, or work unit requiring a substantive knowledge of the work unit's policies, practices, and procedures to select and apply the most appropriate process or guideline to complete the work. The majority of time is spent performing a variety of office support tasks with a large number of steps that require the coordination or the completion of these tasks with several others within appropriate time frames. Public contact involves assessing, interpreting, and responding to situations which may require policy exceptions. Problem situations are often referred to these employees for resolution and/or guidance. Some of these employees may have supervisory responsibilities or serve as lead workers. Work is differentiated from Level IV by the substantive program knowledge requiring application of work unit guidelines and greater degree of independence in all functional areas.

KNOWLEDGES, SKILLS AND ABILITIES

Substantive knowledge of office or work unit procedures, methods and practices.

Substantive knowledge of office process and procedures and ability to apply them in the analysis of information and in decisionmaking.

Substantive knowledge of and ability to use correct grammar, vocabulary, spelling, and office terminology to compose and/or proofread correspondence, reports and materials.

Considerable ability to record, compile, summarize, and analyze data.

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Ability to plan, prioritize, organize and review administrative and/or office work flow and procedures.

Ability to communicate effectively both orally and in writing.

Ability to plan and coordinate a volume and variety of appointments, meetings, conferences and workshops.

Ability to interpret and explain office rules and regulations..

Ability to exercise judgment and discretion in problem situations.

Ability to answer inquiries independently and coordinate a variety of resources in acquiring information.

Ability to train and manage a group of subordinate employees.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and demonstrated possession of knowledges, skills and abilities gained through at least three years of office assistant/secretarial experience; or completion of a two-year secretarial science or business administrative program with one year of experience as described above; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of position in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.