

OFFICE ASSISTANT III

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 tasks that involve some scope or consequence in support of an office operation, program or work unit. The majority of time is spent performing tasks that may involve several steps in a process with specific procedural and operational guidelines readily available. Employees may spend a large percentage of time in operating office equipment. The completion of work often involves a public contact role to obtain, clarify, or provide general information regarding the activities of the work unit or program. Work requires a general knowledge of the office or work unit's policies and procedures in order to communicate information involving program functions and services. Some employees may serve as lead workers or supervise staff. Work is differentiated from Level II by the variety of functions and tasks performed, independence of action, and scope of public contact.

KNOWLEDGES, SKILLS AND ABILITIES

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

General knowledge of and ability to use correct spelling, punctuation and specialized vocabulary; ability to proofread.

General knowledge of office accounting and record keeping procedures, mathematics and their application in the work environment.

Ability to learn and apply a variety of guidelines applicable to the work process.

Ability to use a variety of office equipment.

Ability to work with people with courtesy and tact in performing public contact duties.

Ability to record and compile information based on general guidelines.

NC 00403

Ability to balance and reconcile figures.

Ability to screen communications based on predetermined guidelines.

Ability to gather and give information and instructions regarding the work process and procedures.

Ability to learn to use specialized office equipment.

May require ability to coordinate work of other support staff, student workers or volunteers.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and demonstrated possession of knowledges, skills and abilities gained through at least one year of office assistant/secretarial experience; 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.