

## OFFICE ASSISTANT IV

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 in support of an office operation, program, or work unit applying varied guidelines and program knowledge which require some interpretation. The majority of time is spent performing office support tasks that involve several steps and require the selection of the most appropriate action within procedural and operational guidelines that are normally available. Work involves providing assistance to staff, service recipients, other organizational units and the public in resolving problems or inquiries. Work requires a significant knowledge of the office or work unit's policies and procedures in order to communicate or process information or documents involving program functions and services, to access office systems for information and to prepare documents and reports. Employees may provide input into the development of new guidelines or creative approaches to a new problem or inquiry. Employees may spend a large percentage of time in office equipment operation. Some of these employees may have supervisory duties or serve as lead workers. Work is differentiated from Level III by an increase in the degree of independence and the knowledge applied to resolve problems or inquiries and to perform other work functions.

KNOWLEDGES, SKILLS AND ABILITIES

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

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

Ability to apply sentence and grammatical structure to independently compose and format materials within established guidelines.

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Ability to record, compile, summarize, and perform basic analysis of narrative and numerical materials.

Ability to learn and independently apply laws, departmental rules and regulations.

Ability to learn office process and procedures and apply this knowledge in problem-solving and responding to questions and inquiries.

Ability to use judgment in coordinating and monitoring office procedures and workflow.

Ability to use courtesy and tact in performing public contact and communication duties that may be sensitive in nature.

Ability to schedule and coordinate a variety of appointments, meetings and/or conferences.

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

#### MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and demonstrated possession of knowledge, skills and abilities gained through at least two years 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.