

## CITY OF BIG BEAR LAKE

### SENIOR OFFICE ASSISTANT

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are 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, performs, and participates in a variety of difficult and complex duties requiring considerable program knowledge, technical evaluation of information, and the use of advanced clerical skills; serves as a contact for the public, and depending upon assignment may serve as the main dispatcher for a division; may receive payments for fees and licenses; performs other related duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

The **Senior Office Assistant** is the advanced journey level class expected to perform the more complex customer service and clerical duties, including answering phones for an assigned division, assisting and directing the public, providing information and assistance to interdepartmental representatives, and maintaining employee files. This classification is distinguished from the next lower level of Office Assistant II by requiring the use of advanced clerical and basic technical administrative evaluation/coordination skills.

#### **SUPERVISION EXERCISED/RECEIVED:**

Receives general supervision from a supervisor or manager of an assigned division. Incumbents of this class do not routinely exercise supervision.

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

- Answers the central telephone switchboard for the City or a department and provides information within the area of assignment; responds to public inquiries in a courteous manner and provides proper documents and resource references as required.
- Depending upon assignment, serves as the main dispatcher for assigned division; assists walk-in customers; handles operational customer requests; prepares, distributes, and dispatches customer requests; interacts with all employees within a division, the public, and other City departments for equipment delivery, service and complaint resolution; may involve working in an emergency response setting.
- Performs complex clerical duties in support of an assigned function, including typing, copying, and faxing a number of documents; assists the public with questions that require judgment and interpretation of technical information, laws, policies, and procedures pertinent to the assigned division.

- When assigned, may receive payments for Business License, permits, and other fees; enters information into the accounting system; assembles cash receipt, related documents and paperwork.
- Prepares a variety of documents and forms, including general correspondence, reports and orders; may process timecards and prepare payroll.
- Compiles information to support departmental programs or recommendations for change in departmental procedures, policies and programs; sorts, calculates and summarizes various data; prepares and maintains operating, personnel, and other records.
- Serves as a resource to City employees and the assigned Department/Division; trains employees in the circumstance that back-up coverage is needed due to the incumbent's absence because of vacation, sick coverage, etc.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, 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.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**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 a **Senior Office Assistant**. A typical way of obtaining the required qualifications is to possess the equivalent of three years of progressively responsible clerical experience, and a high school diploma or equivalent. Experience in a public agency is preferred.

**License/Certificate:**

Possession of, or ability to obtain, a valid Class C California driver's license, and a satisfactory driving record.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

Standard office and administrative policies and procedures; dispatch operations; radio protocol and paging systems; specified computer applications involving word processing, data entry, database access and/or standard report generation; business arithmetic; basic principles of mathematics; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

**Ability to:**

Provide advanced clerical and technical support to assigned division; use applicable office terminology, forms, documents, and procedures in the course of the work; provide dispatching services for assigned division; maintain accurate office files; compose correspondence and 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; 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; analyze a complex issue, and develop and implement an appropriate response; 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.

**Skill to:**

Operate standard office equipment, including a computer, and variety of word processing and software applications.