

TITLE: OFFICE ASSISTANT

MAJOR FUNCTION

This is varied administrative and customer service work performed under the general supervision of the department head. Position is responsible for providing clerical support including answering phones, filing, and data entry which may require moderate independent judgment.

PERFORMANCE RESPONSIBILITIES

Greets members of the public and directs them to the appropriate resources as needed.

Answers phone calls and emails to provide basic information related to City services and activities.

Assists in the dissemination of information on behalf of the City.

Operates computer and general office equipment as needed to perform administrative support tasks.

Assists other staff members with clerical duties including but not limited to filing, mailings, and data entry.

Performs other job-related duties as assigned.

QUALIFICATIONS

Knowledge, Abilities and Skills: Knowledge of administrative practices, procedures and equipment. Ability to work independently on administrative matters. Ability to greet the public with tact, patience and courtesy. Ability to understand and follow oral and written instructions. Ability to establish and maintain effective working relationships with departmental staff, supervisors and the public.

Training and Experience: High school diploma or equivalent. Demonstrated successful experience in administrative support, clerical services, customer service or general clerical service; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.