

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Office Assistant	Job Family: 5
General Classification: Front-Line	Job Grade: 7

Definition: To perform a wide variety of routine to moderately complex clerical duties related to the function and department assigned.

Distinguishing Characteristics:

This class functions as an entry-level and journey-level clerical classification. Employees may initially have only limited or no directly related work experience and will work under immediate supervision while learning job tasks. Within the first year in this classification, employees are assigned and perform the full range of duties expected of this class. Employees then receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies within the work unit.

Receives general supervision from management, supervisory, or higher-level administrative positions, and may receive functional and technical supervision from higher-level administrative personnel.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Perform general clerical duties related to assigned functional area and department.
2. Type, proofread, and process a variety of documents, including general correspondence, memos, and statistical charts from rough draft, recordings, or verbal instruction.
3. Act as a receptionist; answer the telephone and wait on the general public; give information on department and assigned program activities.
4. Issue, receive, type, and process various applications, permits, and other forms.
5. Collect and process fees and charges; record payments, and send delinquent notices when necessary; process permits and licenses; register participants in City-sponsored programs.
6. Schedule inspections and appointments as assigned.
7. Perform a wide variety of routine clerical work, including filing, billing, monitoring, and recording information on office records.
8. Sort and file documents and records; maintain alphabetical, index, and cross-reference files and systems; process records and files in an organized fashion within determined records management parameters; retrieve requested files; update, publish, and distribute

inventory of records for participating departments; keep indexing system current; destroy files according to procedures.

9. Maintain a variety of statistical records; check and tabulate statistical data; prepare routine statistical reports.
10. Operate standard office equipment, including word processing equipment as assigned; may perform duties on computer spreadsheet programs.
11. Receive, sort, and distribute incoming and outgoing mail.
12. Post notices as directed.
13. Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: English usage, spelling, grammar, and punctuation; office methods and equipment, including filing systems; organization, procedures, and operating details and standards of the City department and unit to which assigned; basic computer operations.

Ability to: Learn, understand, and apply operating details and procedures of the organization, City department, and unit to which assigned; use word processing equipment to perform related duties with limited direction; learn and use a spreadsheet or database programs on the computer, including creating and utilizing templates for data collection; perform routine clerical work, including maintenance of appropriate records and preparation of general reports; verify and check files and data; understand and carry out both oral and written directions; perform simple mathematical calculations; establish and maintain effective working relationships with those contacted in the course of work; operate a variety of office equipment such as a calculator, typewriter, and personal computer; some positions may require the ability to type accurately at a speed of 45 words per minute.

Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

One year of clerical experience is desirable. Education equivalent to the completion of the 12th grade.

Established: June 2022

Revised:

HRD/CLASS SPECS

Office Assistant