

**WEST CITIES POLICE COMMUNICATIONS**  
**OFFICE ASSISTANT I/II**  
**FLSA Designation: Non-Exempt**  
**April 1, 2006**

**DEFINITION**

Under direct supervision to perform responsible, complex, and confidential administrative tasks in support of the agency and the Dispatch Administrator; perform a wide variety of general clerical and/or operational support duties; accurately type forms, memorandums, correspondence, reports, timecards and other documents; assist the public at the front counter and over the telephone; sort, log and maintain records and other documents; operate a wide variety of office equipment; other related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

**OFFICE ASSISTANT I:** This entry level class in the Office Assistant series is distinguished from the Office Assistant II level by routine and repetitive duties performed according to established procedures. At this level, incumbents are not yet able to perform the full range of duties assigned to the journey level without immediate supervision.

**OFFICE ASSISTANT II:** This journey level class in the Office Assistant series requires the incumbent to perform the full range of duties and meet the qualification standards for the journey level class. An Office Assistant II is expected to perform assigned duties with only occasional and minimal instruction and/or assistance, and work is normally reviewed only upon completion.

**SUPERVISION RECEIVED AND EXERCISED**

General supervision is provided by the Dispatch Administrator and may receive direction from the Dispatch Supervisor.

**OFFICE ASSISTANT I:** The incumbent is under direct supervision from supervisory staff within a well-established framework of standard policies and procedures. Functional or technical supervision may also be received from higher level secretarial and/or paraprofessional staff.

**OFFICE ASSISTANT II:** The incumbent receives general supervision from supervisory staff within a framework of standard policies and procedures. Functional or technical supervision may also be received from higher level secretarial and/or paraprofessional staff.

**EXAMPLES OF DUTIES AND RESPONSIBILITIES**

Duties and responsibilities may include, but are not limited to, the following:

The Office Assistant I/II performs general clerical duties related to an assigned area; assist in the administration of the agency through the preparation, handling, and maintenance of personnel and other confidential files; assist with budget preparation, purchasing, accounts receivable and payment requests; research and compile available

data for special projects, including statistical and/or financial reports; recommend organization or procedural changes affecting clerical support activities; receives, prepares, stamps, routes, distributes and files a wide variety of materials in established program policies and procedures; regularly greet the public by telephone and/or in person; provide citizens and employees with routine, factual information and direct callers to appropriate offices/people; type correspondence, lists, cards, addresses, labels, and forms from written material; proofread and/or correct typed material for completeness and/or spelling, grammatical or punctuation accuracy; conduct simple and accurate record keeping by transferring data, matching, sorting, tabulating and filing data and records; maintain accurate records and a filing system in accordance with policies and procedures which may include reviewing files for accuracy and completeness; receive cash payments and maintain petty cash, daily cash and daily revenue records; collate/staple materials by hand or machine; fold, insert, and seal materials in envelopes; operate a variety of office equipment, such as photocopiers, facsimiles, typewriters, calculators, and personal computers; inventory and maintain office supplies; handle confidential information regarding controversial matters or affairs of a sensitive nature with diverse implications; may assist in the support of a commission including preparation of agendas, assembling background materials and performs other related duties as required.

### **QUALIFICATIONS**

**OFFICE ASSISTANT I:** **Knowledge of:** Modern office methods, procedures and techniques, including operation of modern office equipment, and a personal computer using Windows based software for word-processing and spreadsheet applications; correct English usage, spelling, grammar, and punctuation; basic math skills; and filing and record keeping systems. **Ability to:** Deal tactfully and effectively with the public; type accurately at a speed of forty-five (45) words per minute; perform clerical work, including maintaining appropriate records, and extracting data from records for report purposes; efficiently operate a variety of office equipment, including a personal computer using Windows based software for word processing and/or spreadsheet applications; understand and follow both oral and written instructions; apply accurate English usage, spelling, grammar and punctuation to written materials; proofread typed materials; make basic math computations; establish and maintain cooperative and effective work relationships with those contacted in the performance of duties.

**Experience, Education and Training:** Any combination of education and/or experience that would provide the knowledge, skills, and abilities necessary for satisfactory performance. A typical combination is: One (1) year of experience performing standard clerical duties, including public contact experience, and High School Diploma or G.E.D.

**OFFICE ASSISTANT II:** In addition to the requirements for Office Assistant I, must be able to type accurately at a speed of fifty (50) words per minute and possess one (1) additional full-time year of experience performing duties comparable to those of an Office Assistant I.

**Physical Tasks and Environmental Conditions** include, but are not limited to, the following: Ability to frequently sit, stand, reach, lean, twist, turn, grasp, lift, push, pull,

bend and kneel; sit for prolonged periods of time; input data into computer, typewriter, and calculator for prolonged periods of time; read correspondence, reports and other records; and, hear and speak to those contacted in the performance of duties either on the telephone or in person. Work is performed in a controlled office environment. Exposure to computer glare, vibrations and pitch of computer, typewriter, photocopier, and other office equipment.