

GENERAL DESCRIPTION OF CLASS

The OFFICE ASSISTANT 1 performs simple and repetitive clerical tasks. The work performed requires limited or no knowledge of agency operations.

DISTINGUISHING FEATURES

This is the first level of a four-level series. This class represents the entry level into the clerical field and is distinguished from the higher levels by the close supervision provided initially and responsibilities limited to simple and repetitive clerical tasks (i.e. photocopying, messenger service, straight alpha/numeric sorting, and filing). The work is performed within well-defined guidelines and established procedures and requires little or no knowledge of agency operations. This class may be used as an underfill for other office support positions.

DUTIES AND RESPONSIBILITIES

Allocation of positions to this class will depend on the total work performed which may include one or a combination of the duties or tasks listed below.

1. **Operation of Office Equipment.** Typical tasks: sets up copy machine to do one- or two-sided copies and reductions and to print, collate, and staple a combination of materials including colored and bond paper, letterhead, and interoffice forms; loads copy machine with paper; fills toner reservoir; cleans mechanisms and glass platen; clears paper jams; operates stapling machine and hole drilling equipment for finished copies; operates microfilm equipment, document shredder, stamp machine, labeling machines, letter opening machines, and/or other common office equipment, not requiring previous training or experience.
2. **Filing.** Typical tasks: performs straight alpha/numeric sorting and filing activities; locates and distributes files and records as directed; refiles returned files and records; purges files using prescribed purging system.
3. **General Office Support.** Typical tasks: makes regularly scheduled messenger rounds within an agency to collect mail and work to be copied; stuffs, stamps, and labels envelopes for large mailings; assists with date-stamping, categorizing, and sorting incoming mail; may occasionally type items such as file folder labels, index cards, or envelopes; may provide backup coverage for receptionist by answering phones and taking messages during breaks, lunches, and absences.

RELATIONSHIPS WITH OTHERS

Employees in this class come in contact with other agency staff on a daily basis while providing copying and general office support services. Requests for copying services are usually received by written job orders or verbally (in person and by telephone). Employees may have occasional in person and telephone contact with the general public while providing backup coverage for receptionist. Employees in this class may take messages, transfer calls, and provide directions to location of scheduled appointments. Employees in this class may have occasional contact in person with individuals requesting or returning files.

SUPERVISION RECEIVED

Employees in this class initially receive close supervision from an office supervisor or manager who assigns and reviews work several times a day to ensure accuracy, timeliness, and efficiency. As performance warrants, the work of employees in this class is checked less closely. The work is performed within well-defined guidelines and established procedures.

GENERAL INFORMATION

Positions are found in central and remote locations throughout State government (e.g., general government agencies, human or natural resource agencies, correctional, mental health, or higher education institutions, hospitals, etc.). They require the willingness to work within the environment associated with the position's location.

Positions may require the willingness to perform repetitive tasks that may necessitate standing for long periods of time.

KNOWLEDGE, SKILLS, AND ABILITIES (KSA)

Basic knowledge of spoken and written English sufficient to understand instructions.

Basic knowledge of the alphabet and proper number sequencing.

Ability to perform assigned tasks from oral and written instructions.

Ability to operate office equipment such as photocopier and typewriter.

Ability to perform simple tasks to maintain office equipment such as adding paper, clearing paper jams, and cleaning glass and covers on photocopy machine.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for **all** positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

Adopted 7/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty performed by all positions in this class.