

GENERAL DESCRIPTION OF CLASS

The OFFICE ASSISTANT 2 performs a variety of routine clerical/secretarial tasks in direct support of agency programs and operations. The work performed requires a basic knowledge of agency operations which can be learned on the job.

DISTINGUISHING FEATURES

This is the second level of a four-level series. This class is distinguished from the lower level by the requirement for a basic knowledge of agency operations in order to complete work assigned; by the increased variety of filing and records related tasks performed; and/or by the responsibility for performance of routine typing assignments. Employees in this class follow established work methods and procedures. Close supervision is provided only until tasks are learned.

This class is distinguished from the Office Specialist 1 by the absence of responsibility for an increased variety of clerical/secretarial and records processing activities which require independent judgment in the application of basic agency policies and/or regulations.

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. **Files and Records.** Typical tasks: files documents, records, and reports in proper order based upon established guidelines; develops, reconstructs, and repairs files; purges files using prescribed purging system; may use a computer terminal to index, locate, and check out files, update file information from available sources, and provide routine information to agency personnel; copies records and mails them in response to requests; keeps logs of information copied and sent; completes forms and records and compiles simple reports and statistics using information immediately available; writes receipts and deposits monies received by mail; receives and prepares permanent records and documents for microfilming; operates microfilm equipment to film and label documents; proofreads and jackets the film; reads films index, retrieves microfilm, and makes paper (hard) copy; operates a data entry machine to transfer information from source documents to tape or disk, or directly to computer memory.
2. **Typing.** Typical tasks: types letters, forms, memos, and other material from rough draft, dictating equipment, or detailed instructions; proofreads documents for general clarity, punctuation, grammar, spelling, capitalization, and typing errors; may compose simple responses to routine correspondence; completes and types forms with information from clearly indicated sources.
3. **General Office Support.** Typical tasks: answers phones, takes messages, and/or routes calls; responds to routine questions about agency services; greets visitors and directs to appropriate location and/or staff person; mails out available publications explaining agency services in

response to requests for information; processes incoming mail by opening, date-stamping, sorting, and delivering to personnel in department, section, or unit; picks up outgoing mail; provides copy service upon request; performs simple maintenance on office equipment; refers maintenance problem to service technician when appropriate.

RELATIONSHIPS WITH OTHERS

Employees in this class come in contact with other agencies and the general public on a regular basis in person and by telephone when answering phones, taking messages, transferring calls, and providing directions to locations of scheduled appointments. Employees in a centralized filing unit have regular contact with agency staff outside their work unit when performing filing tasks, and receiving and transferring telephone calls.

SUPERVISION RECEIVED

Employees in this class work under the close supervision of an office supervisor or manager. Once assigned tasks are learned, the employee no longer receives continuous close supervision. Work is reviewed on a regular basis to ensure accuracy, timeliness, and efficiency. Employees use agency manuals and follow written desk procedures to guide them in typing, filing, input, and retrieval of information using a computer terminal, completion of forms, and use of microfilming equipment.

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.

KNOWLEDGE, SKILLS, AND ABILITIES (KSA)

Basic knowledge of spoken and written English sufficient for office communications.

Basic knowledge of the alphabet and proper number sequencing.

Basic knowledge of proper punctuation, spelling, and capitalization.

Skill in processing documents, verifying, and checking accuracy.

Skill in performing assigned tasks from oral and written instructions.

Ability to learn and apply agency operating procedures.

Ability to communicate orally with agency staff, personnel in other agencies, the general public, and with equipment service technicians.

Ability to operate office equipment such as dictation equipment, computer terminal, calculator, photocopier, or microfilm camera, developer, or proofreader.

Ability to perform simple tasks to maintain office equipment such as changing ribbons or film, adding paper, ink or toner, clearing paper jams, and basic cleaning of surfaces and covers.

Some positions in this class may require the following:

Skill in typing (proficiency levels will be based on individual position requirements).

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.