CITY OF CAMARILLO

Staff Assistant I Staff Assistant II	Job Code: 202/201 FLSA: Non-Exempt

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Performs a wide variety of office support and clerical duties and activities of a general nature in support of the assigned department, division, or program area; receives and directs telephone calls and visitors; provides information and assistance to other agencies, City staff, and the general public; receives, routes, and distributes incoming and outgoing mail; performs a variety of records management duties; and performs word processing duties.

DISTINGUISHING CHARACTERISTICS

Staff Assistant I – This is the entry level class in the Staff Assistant series providing general clerical and office support. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Staff Assistant II level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and/or fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Advancement to the "II" level is based on performing the full range of journey level duties, demonstrated proficiency in performing the assigned functions, and is at the discretion of higher level supervisory or management staff.

Staff Assistant II – This is the journey level class within the Staff Assistant series performing the full range of general clerical and office support duties with only occasional instruction or assistance. Positions at this level are distinguished from the Staff Assistant I level by the performance of the full range of duties as assigned, working independently, applying well developed clerical and office support knowledge, and exercising judgment and initiative. Assigned work requires the use of judgment in selecting appropriate procedures, conducting transactions with customers and the public, and solving routine and non-routine problems based on knowledge gained through experience. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed only on completion and for overall results. Positions in this class series are alternately staffed and positions at the Staff Assistant II level are normally filled by advancement from the Staff Assistant I level.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Types, word processes, formats, edits, revises, proofreads, and processes a variety of documents and forms including general correspondence, notices, reports, applications, permits, memos, agreements, statistical charts and other documents from rough draft or verbal instructions; composes routine correspondence; copies, disseminates, and posts documents and information as appropriate.

2. Assists the general public, City staff, and outside groups and agencies by providing information

related to specific program area of assignment; receives office and telephone callers; responds to complaints and requests for information relating to assigned responsibilities; refers callers to appropriate City staff for further assistance as needed.

3. Provides information and forms to the public; collects and processes appropriate information; applies applicable policies and procedures in determining completeness of applications, forms, records, and reports.

4. Compiles, prepares, and enters data into a computer from various sources including accounting, statistical, and related documents; creates and maintains computer based tracking information and reports including assigned databases, records, and lists; inputs corrections and updates; verifies data for accuracy and completeness; assists in the compilation of reports.

5. Maintains accurate and up-to-date office files and records for assigned areas; prepares and monitors various logs, accounts, and files for current and accurate information including manual and computer logs of documents processed, calls and complaints received, applications for permits and licenses, and other requests; organizes and maintains filing systems; collects information and prepares regular and periodic statistical reports.

6. Monitors inventories of supplies and materials; prepares purchase requisitions and requests for payment.

7. Performs a variety of routine clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintains a variety of routine accounting records, logs, and files.

8. Maintains calendar of activities, meetings, and various events for assigned staff; coordinates activities and meetings with other City departments, the public, and outside agencies; coordinates and arranges special events as assigned.

9. Processes mail including receiving, sorting, time-stamping, logging, and distributing incoming and outgoing correspondence and packages.

10. Sorts, assigns codes, cross-references, duplicates, and files a wide variety of City records, documents, and other materials for area of assignment; creates new files; creates and maintains chronological files; maintains up-to-date file listings, indexes, and cross-references; retrieves, duplicates, distributes, and tracks with users copies of records as requested.

11. Operates a variety of office equipment including a computer, typewriter, copier, facsimile machine, and adding machine; utilizes various computer applications and software packages.

12. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

English usage, spelling, grammar, and punctuation.
Office procedures, methods, and equipment including computers.
Basic computer applications such as word processing, spreadsheets, and databases.

Records management principles and procedures including record keeping and filing principles and practices.
Methods and techniques of proper phone etiquette.
Mathematical principles.
Basic principles of business letter writing and report preparation.

Ability to:

Perform a variety of clerical and office support duties of a general nature for an assigned office.
Learn the organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
Learn to correctly interpret and apply general administrative and departmental policies and procedures.
Learn to apply applicable federal, state, and local laws, codes, and regulations.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Learn and effectively utilize various software applications.
Learn and apply new information and skills.
Type or enter data at a speed necessary for successful job performance.
Establish and maintain a variety of files and records.
Prepare routine correspondence and memoranda.
Accurately count, record, and balance assigned transactions.
Perform routine mathematical calculations.
Respond tactfully, clearly, concisely, and appropriately to inquiries from other City staff, the general public, and outside agencies.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Plan and organize work to meet changing priorities and deadlines.
Understand and carry out oral and written directions.
Utilize public relations techniques in responding to inquiries and complaints.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective professional working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Staff Assistant I

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

Some clerical experience is desirable.

Staff Assistant II

Education/Training:

Equivalent to completion of the twelfth grade.

Experience:

Two years of responsible clerical experience at a level comparable to an Staff Assistant I with the City of Camarillo.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with extensive public contact and frequent interruptions.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

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Johnson & Associates