

OFFICE SERVICES ASSISTANT

Definition:

Under direct supervision, to perform the most routine clerical and receptionist activities in a wide variety of office settings. Duties performed might include: answering telephones, pulling and filing records, copying records, performing data entry, typing, and greeting the public.

Distinguishing Characteristics

This is the entry level in the office services series. The Office Services Assistant is expected to apply a routine amount of initiative and judgment to perform duties utilizing standardized procedures within established policies. It is distinguished from the Office Services Technician, which is responsible for performing a wider variety of clerical support activities requiring previous clerical experience.

Essential Functions:

- Responds to requests for information from the general public; answers routine questions; directs visitors to appropriate locations.
- Performs various clerical duties, utilizing standard office equipment, to include: screening incoming calls; taking and transmitting messages; distributing mail; making photocopies; collecting and receipting monies from customers; performing data entry; preparing mass mailings; typing; and word processing.
- Receives, sorts, and distributes a variety of correspondence, deliveries, and mail.
- Files documents alphabetically, numerically, or by other prescribed methods.
- Processes routine paperwork and/or forms.
- Performs other duties of similar nature or level as required.

Employment Standards:

High School Diploma, G.E.D. or equivalent; **OR** an equivalent combination of education and experience sufficient to obtain the knowledge and skill to successfully perform the essential duties of the job.

Knowledge of: customer service principles; standard office procedures, methods, and equipment; basic filing and recordkeeping principles; basic mathematical concepts; English language, grammar, and punctuation.

Skill in: using computers and related software applications; performing routine mathematical calculations; providing customer service; filing; keyboarding; using standard office equipment; and, communicating both orally and in writing sufficient to exchange or convey information and to receive work direction.

A background check may be conducted for this classification.

All Kern County employees are designated “Disaster Service Workers” through state and local laws (CA Government Code Sec. 3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services.) As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable following a significant emergency or disaster.

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