

CLASS SPECIFICATION
Office Aide

GENERAL PURPOSE

Under general direction, this position will perform basic office duties to assist administrative support staff in any one or more departments or divisions within the City.

DISTINGUISHING CHARACTERISTICS

Office Aides typically report to an administrative support staff member, supervisor, or manager. They may be called upon to assist during peak work periods, seasonal assignments, or serve as office floater where demands require additional or less complex clerical support duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Handle routine filing duties for a work unit.
2. Copy files as required.
3. Perform basic typing tasks.
4. Answer phones and record accurate message information.
5. Assist other clerical personnel with a variety of routine office duties.
6. Maintain department files.
7. Operate basic office equipment.
8. Reproduce documents and records.
9. Distribute mail within a department or division.
10. Perform related duties as assigned.
11. Provide quality customer service.

QUALIFICATIONS

Knowledge of:

1. Modern office systems and procedures.
2. Basic office equipment.
3. Correct English usage, spelling, and grammar.

Ability to:

1. Communicate clearly and concisely, both orally and in writing.
2. Establish and maintain effective working relationships.
3. Operate a personal computer and applicable software (Word and Excel are preferred.)
4. Promote quality customer service.
5. Type 40 wpm.

Education, Training and Experience:

High school diploma or equivalent. One year of general office work experience or completion of a related training program.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, the employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands or arms. The employee frequently is required to walk and stand. The employee is occasionally required to climb or balance; stoop, kneel, crouch.

Specific vision abilities required by this job include close vision, the ability to distinguish basic colors and shades, depth perception and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use oral and written communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret data and situations; learn and apply new skills or information; perform highly detailed work on multiple concurrent tasks; work under changing and intensive deadlines with frequent interruptions; and interact with City officials, management, staff, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.