



## SENIOR OFFICE ASSISTANT

**CLASS SUMMARY:** To perform a wide variety of difficult and specialized technical and functional office assistance, support, public contact and clerical duties; and to perform related duties as assigned.

**CLASS CHARACTERISTICS:** This is the advanced journey level class in the Office Assistant series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including primary responsibility for supporting administrative staff, maintaining complex records, carrying out procedures and effecting public contacts which require a thorough knowledge of specific departmental or office policies and procedures. Incumbents are expected to deal with the public and solve most work-related problems independently and refer to supervisory personnel only those matters which involve policy decisions, technical questions and unusual public relations situations or problems. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility and assume limited lead worker duties as required.

Positions in the class of Senior Office Assistant assigned responsibility for exercising functional and technical supervision over clerical personnel will receive an additional five percent of base salary for the duration of the assignment.

**SUPERVISION RECEIVED:** Receives direction from a departmental supervisor or manager, and may receive technical and functional supervision from departmental professional staff. May exercise functional and technical supervision over clerical personnel.

**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

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| 1. | Performs a variety of complex technical office assistance, support and clerical duties.  |
| 2. | Types correspondence and other material requiring the application of subject matter knowledge and discrimination in the selection of data or interpretation of laws, rules or policies.  |
| 3. | Checks, compiles and records information for the preparation of reports and maintenance of filing systems; coordinates the gathering of materials for and types a wide variety of reports.<br>Drafts simple maps and revisions to maps from property documents, field surveys and aerial photos. |
| 4. | Schedules a variety of meetings and conferences.   |

LANE COUNTY  
Senior Office Assistant (Continued)

5.	Maintains and updates records; maintains and reports daily receipts; prepares and distributes materials; determines and collects fees.
6.	May train office personnel and exercise limited lead worker responsibilities; may provide input related to the evaluation of staff.
7.	May perform a variety of secretarial duties for an administrative official, making appointments, screening callers, screening correspondence, initiating replies to routine correspondence, assembling information from a variety of sources and relieving the administrator of routine office details.
8.	Maintains and revises filing systems.
9.	Provides information to County personnel and members of the general public by interpreting and explaining policies, procedures, rules and regulations.
10.	May operate a computer terminal or personal computer to input, retrieve and manipulate data.
11.	Assembles and compiles data and prepares statistical reports.
12.	Maintains payroll and personnel records.
13.	Prepares correspondence independently.

**Knowledge of** (position requirements at entry):

- Modern office procedures, methods and computer equipment.
- Filing and inventory systems, letter and report writing.
- Correct English usage, spelling, grammar and punctuation.
- Basic elements of financial record keeping.
- Basic operations, procedures, rules and regulations of the office or department to which assigned.

**Skills in** (position requirements at entry):

- Perform a wide variety of difficult and responsible clerical and office support and assistance work.
- Independently set up and maintain records and complex files.
- Assemble data and prepare reports.
- Perform a variety of general secretarial and administrative support duties.
- Quickly learn and apply rules, regulations and policies applicable to the office, work area or department to which assigned.
- Type at a speed of not less than 45 words per minute from clear copy.
- Operate a computer terminal to input and retrieve data.
- Establish and maintain cooperative working relationships and meet the public with courtesy and tactfulness.
- Communicate clearly and concisely, both orally and in writing.

LANE COUNTY  
Senior Office Assistant (Continued)

**Training and Experience** (positions in this class typically require):

Equivalent to the completion of the twelfth grade. Three years of responsible office assistance, support and clerical experience. An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

**NOTE:** These positions are represented by AFSCME Local 2831.

**Classification History:**

FLSA Status: Non-Exempt