



Town of Oro Valley Classification Description

Title: **OFFICE ASSISTANT**

Department: Varies

Job Code: 1850 (FT); 1852 (PT); 1851 (19 hrs)

Salary Grade: 101

FLSA Status: Non-Exempt

POSITION SUMMARY:

Under close supervision, performs a variety of entry to journey level clerical, reception and office support duties for an assigned department or division.

ESSENTIAL JOB FUNCTIONS:

- A. Greets and directs the public.
- B. Answers telephone calls and routes calls to appropriate individuals, offices, divisions or departments and receives and delivers messages.
- C. Provides customer service, information and assistance to Town staff, visitors and others having business with an assigned department or division.
- D. Assists customers with Department or Division paperwork and/or other documents.
- E. Responds to requests for information and resolves questions and inquiries within the span of authority or refers to appropriate personnel.
- F. Inputs information into the computer system.
- G. Receives, reads, sorts and distributes incoming and outgoing mail.
- H. Purchases office supplies and materials for Department or Division.
- I. Maintains and organizes files, records and office equipment and supplies.
- J. Monitors, updates and maintains calendar of events and meetings.
- K. Assists in the creation and distribution of agendas and packets of reports/attachments.
- L. Assembles information and prepares documentation, letters or reports.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Town and Department policies and procedures.
- Knowledge of customer service techniques and concepts.
- Knowledge of personal computer hardware and software.
- Knowledge of file and records management practices and principles.
- Skill in transcribing, reviewing and proofreading documents and reports.
- Skill in working within deadlines to complete projects and assignments.
- Skill in verbal and written communication.
- Skill in establishing and maintaining effective working relationships.

MINIMUM QUALIFICATIONS:

- A high school diploma or equivalent.
- One (1) year experience in customer service, clerical and/or secretarial support; **OR** an equivalent combination of education and experience.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in an indoor environment.