



## Town of Oro Valley Classification Description

Title: **SENIOR OFFICE ASSISTANT**

Job Code: 1840

FLSA Status: Non-Exempt

Department: Varies

Salary Grade: 105

### **POSITION SUMMARY:**

Under general supervision, provides secretarial and clerical support to an assigned department or division.

### **ESSENTIAL JOB FUNCTIONS:**

- A. Provides customer service, information and assistance to Town staff, visitors and others having business with an assigned department or division.
- B. Assists customers with Department or Division paperwork and/or other documents.
- C. Responds to requests for information and resolves questions and inquiries within the span of authority or refers to appropriate personnel.
- D. Maintains files and records and types correspondence.
- E. Answers telephone calls and routes calls to appropriate individuals, offices, divisions or departments and receives and delivers messages.
- F. Attends and participates in meetings and records and transcribes meeting minutes.
- G. Assists in the creation and distribution of agendas and packets of reports/attachments.
- H. Processes revenue, payments and/or invoices.
- I. Assists in front desk coverage.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of Town and Department or Division 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 assessing and prioritizing multiple tasks, projects and demands.
- 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.
- Two (2) years' experience in customer service, clerical and/or secretarial duties; **OR** an equivalent combination of education and experience.

**ENVIRONMENTAL FACTORS and WORKING CONDITIONS:**

- Work is performed in an indoor environment.