

# CITY OF AGOURA HILLS

## OFFICE ASSISTANT I

### DEFINITIONS

Under general supervision, performs a wide variety of clerical support duties; provides routine information to the public; and performs related duties as assigned. This class may act as a City receptionist.

### CLASS CHARACTERISTICS

This class requires clerical support duties using the computer, and the ability to handle a variety of office support services at entry to mid level with direct supervision. The Office Assistant I classification may be used in various City Departments.

### EXAMPLES OF DUTIES

Duties may include, but are not limited to the following:

1. Acts as a City receptionist, receiving the public and answering telephones; responds to inquiries and provides routing or procedural information; directs people or transfers telephone calls to the appropriate office; distributes and explains forms, such as employment information; schedules appointments; posts appropriate announcements; provides routine assistance.
2. Prepares a variety of documents in draft and final form such as correspondence, forms reports, charts using a computer, keyboard remote terminal or typewriter; proofreads materials for correct grammar, spelling and punctuation.
3. Prepares a variety of documents in draft and final form such as correspondence, forms, reports, or charts using a computer or typewriter; proofreads materials for correct grammar, spelling and punctuation.
4. Compiles routine reports by extracting/tabulating information from a variety of sources, such as, files, correspondence, meeting minutes, notes, previous reports and/or oral instruction.
5. Provides routine assistance to Staff as required; collects information; maintains files; types agendas; schedules meetings; takes notes and prepares and types minutes as required.
6. Operates a variety of office equipment, such as photocopiers, computers and peripheral equipment, typewriter and audio-visual equipment.

### QUALIFICATION GUIDELINES

### Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance. Example combinations include a variety of computer, word processing, typing and/or office operation responsibilities, including or supplemented by training in the clerical operational field.

### Knowledge, Skills and Abilities

Working knowledge of related office methods and procedures; office equipment operation. Skill in the operation of a variety of office equipment, including typewriter operation at 50 wpm and computer operation including word processing applications at a rate comparable to the typing requirement. Ability to use correct English grammar, punctuation and spelling; read and interpret information and documents; understand and follow verbal and written directions; apply and explain regulations, policies and procedures; maintain records and perform specific program activities; work under deadlines; interact with the public; establish and maintain cooperative working relationships.

Requires physical exertion necessary to assist with set up and break down of tables and chairs; moving and positioning of equipment and apparatus. Capable of lifting up to twenty-five pounds.

May be required to work in a multi-purpose environment that includes office and other multiple activities going on simultaneously; may be required to work flexible schedule. Applicant will be required to be fingerprinted prior to being hired.