
Castro Valley Sanitary District

POLICIES AND PROCEDURES MANUAL

POLICY TITLE: Job Description – Office Assistant
POLICY NUMBER: 2380

2380.1 Definition. Performs a variety of responsible office administrative support activities for Castro Valley Sanitary District (CVSan) employees, which may include telephone and counter reception, word processing, provision of factual information and problem resolution to public, data entry, organization and retrieval, receipt of payments and documents, record keeping and auditing, and report preparation and filing; performs related work as assigned.

2380.2 Supervision Received and Exercised. Direct supervision is provided by the Business Services Supervisor. General supervision is provided by departmental management, supervisory, professional, or higher-level office support staff. Project direction may be provided to volunteers.

2380.3 Class Characteristics. This is an experienced level office support class, capable of performing a wide variety of work to ensure that office operations run smoothly and that the public and staff receive the highest standards of customer service. Responsibilities include performing work independently in day-to-day situations, although supervision is available in difficult or unusual situations. The work requires the interpretation and application of policies, procedures and regulations, and involves extensive public contact. This class may perform specialized duties that may require application of a larger base of technical knowledge, tact and discretion in addition to office administrative support skills to provide services to a department manager, and associated staff and/or a functional organizational unit with CVSan-wide impact.

2380.4 Essential Job Functions:

2380.4.1 Receive and screen visitors and telephone calls; take messages, direct the caller to the proper office or person and/or provides factual information or problem resolution regarding CVSan and departmental activities, and functions that may require the application and explanation of rules, policies, and procedures.

2380.4.2 Prepare detailed correspondence, reports, forms, invitations, graphic materials, and specialized documents from drafts, notes, brief instructions, or corrected copy.

2380.4.3 Proofread materials for accuracy, completeness, compliance with departmental policies, formatting and correct English usage including grammar, punctuation and spelling.

2380.4.4 Enter, edit, update, and retrieve data from narrative reports or spreadsheets, and prepare periodic or special reports, follow established formats and menus.

2380.4.5 Check and tabulate standard arithmetic or statistical data; may summarize such information and prepare periodic numerical reports.

2380.4.6 Establish and maintain office files, following an established filing system; compile information from such files; purge files as required.

2380.4.7 Attend to a variety of office administrative details, such as keeping informed of departmental activities, transmit information, order and coordinate supply orders, and arrange for equipment purchase and maintenance.

2380.4.8 Process and distribute incoming and outgoing mail for the office or department.

2380.4.9 Operate standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones, other department-specific equipment, or vehicles.

380.4.10 Coordinate special projects, which vary depending on department to which assigned.

2380.5 Essential Cognitive Job Functions:

2380.5.1 Ability to comprehend and follow instructions:

2380.5.1.1 Ability to maintain attention and concentration for necessary periods.

2380.5.1.2 Ability to understand written or oral instructions.

2380.5.1.3 Ability to do work requiring set limits, tolerances, or standards.

2380.5.2 Ability to perform simple and repetitive tasks:

2380.5.2.1 Ability to ask appropriate questions and request assistance.

2380.5.2.2 Ability to perform activities of a routine and applicable nature.

2380.5.2.3 Ability to remember locations and work procedures.

2380.5.3 Ability to maintain a work pace appropriate to a given workload:

2380.5.3.1 Ability to perform activities within a schedule, maintains regular attendance, and be punctual.

2380.5.3.2 Ability to complete a normal work day and/or work week and perform at a consistent pace.

2380.5.4 Ability to perform complex and varied tasks:

2380.5.4.1 Ability to synthesize, coordinate, and analyze data.

2380.5.4.2 Ability to perform jobs requiring precise attainment of limits, tolerances, or standards.

2380.5.4.3 Ability to perform a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.

2380.5.5 Ability to relate to other people beyond giving and receiving instructions:

2380.5.5.1 Ability to get along with co-workers and peers.

2380.5.5.2 Ability to perform work activities requiring negotiating with, explaining, or persuading.

2380.5.5.3 Ability to respond appropriately to evaluation or criticism.

2380.5.6 Ability to influence people:

2380.5.6.1 Ability to convince or direct others.

2380.5.6.2 Ability to understand the meaning of words and to use them appropriately and effectively.

2380.5.6.3 Ability to interact appropriately with people.

2380.5.7 Ability to make generalizations, evaluations, or decisions without immediate supervision:

2380.5.7.1 Ability to recognize potential hazards and follow appropriate precautions.

2380.5.7.2 Ability to understand and remember detailed instructions.

2380.5.7.3 Ability to make independent decisions or judgments based on appropriate information.

2380.5.7.4 Ability to set realistic goals or make plans independently of others.

2380.5.8 Ability to accept and carry out responsibility for direction, control, and planning:

2380.5.8.1 Ability to set realistic goals or make plans independently of others.

2380.5.8.2 Ability to negotiate with, instruct, and supervise people.

2380.5.8.3 Ability to respond appropriately to changes in work conditions.

2380.6 Non-Essential Job Functions:

2380.6.1 Create new departmental forms as needed.

2380.6.2 Perform production data entry on a project basis.

2380.6.3 May prepare meeting agendas and minutes for CVSan and/or specified committee meetings, and attend meetings.

2380.6.4 May perform project research and report preparation; may prepare technical reports, issue permits, and perform other technical work related to CVSan activities.

2380.6.5 Implement, evaluate, and make suggestions to improve existing programs and activities that support CVSan objectives.

2380.6.6 Collect and account for fees and other monies collected.

2380.6.7 Arrange for meetings by scheduling rooms, notify participants, and arrange for refreshments as appropriate.

2380.7 Qualifications. Knowledge of:

2380.7.1 Standard office practices and procedures, including record keeping and filing, and the use of standard office equipment.

2380.7.2 Business letter writing and the standard format for reports and correspondence.

2380.7.3 Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar

2380.7.4 Computer applications related to the work, including word processing, spreadsheet, and data base applications.

2380.7.5 Standard business arithmetic and basic statistical techniques.

2380.7.6 Departmental and CVSan functions, policies, and procedures.

2380.7.7 Applicable laws, rules and regulations.

2380.7.8 Basic organization and function of public agencies, including the role of an elected CVSan Board of Directors (Board).

2380.7.9 Codes, regulations, policies, agreements, technical processes, and procedures related to CVSan activities

2380.7.10 Techniques for dealing effectively with the public and CVSan staff, in person and over the telephone.

2380.6 Skill to:

2380.6.1 Perform a variety of office support duties, following standard guidelines.

2380.6.2 Compile information from varied sources and prepare accurate records and reports.

2380.6.3 Compose standard correspondence and reports independently or from brief instructions.

2380.6.4 File with speed and accuracy.

2380.6.5 Make accurate arithmetic and statistical calculations and receive and balance money.

2380.6.6 Use English effectively to communicate in person, over the telephone, and in writing.

2380.6.7 Take meeting notes rapidly and accurately transcribe own notes.

2380.6.8 Interpret and implement policies, procedures, and computer applications related to CVSan.

2380.6.9 Use independent judgment within established procedural guidelines and written policies.

2380.6.10 Interpret, apply and explain department and CVSan regulations, policies, and procedures.

2380.6.11 Organize own work, set priorities, meet critical deadlines, and balance multiple objectives.

2380.6.12 Word process and enter data into standard computer formats and produce correspondence and reports with speed and accuracy sufficient to perform assigned work.

2380.6.13 Respond to and effectively prioritize multiple phone calls, visitors, and other requests and interruptions.

2380.6.14 Establish and maintain a records management system for the assigned organizational unit.

2380.6.15 Take a proactive approach to customer service issues.

2380.6.16 Establish and maintain effective working relationships with those contacted in the course of the work.

2380.7 Education and Experience. Equivalent to graduation from high school and two (2) years of office support, secretarial or general clerical experience. Experience in dealing with the public and working in public agency setting and college or business school training in an appropriate curriculum are desirable.

2380.8 Interpersonal Effectiveness. Ability to work effectively in a team-based organization focused on continuous improvement; establish and maintain a positive customer service attitude, and effective working relationships with customers; demonstration of strong two-way communication skills, including the ability to listen, explain, and facilitate; ability to ask for input; offer help without being asked; accept suggestions; work with others to solve problems; provide recognition and encouragement.

2380.9 License and Certification. Must possess a valid California Class C driver's license and have a satisfactory driving record. Must possess or obtain Cardiopulmonary Resuscitation, AED, and First Aid certificates within a time period specified by CVSan.

2380.10 Other Requirements. Willingness and ability to work scheduled and additional overtime hours as needed; attend meetings, workshops, and seminars during work and non-work hours as assigned.

2380.11 Physical Requirements. Be able to possess mobility to work in a standard office setting and to operate standard office equipment, including a computer and calculator; interpret printed materials and a computer screen; communicate with people in person and over the telephone. Maintain static postures for extended periods of time, frequent repetitive use of hands and arms including grasping; occasionally, bend, stoop, stretch and reach; have strength and stamina to transport up to fifty (50) pounds.

2380.12 Work Environment. Works indoors in a climate controlled office environment working around computer monitors; works with or around others, or alone. Work is primarily performed in an office setting; however, there may be occasional outdoor exposure to inclement weather conditions, noise, dust fumes, odors, and hazardous materials.

This description reflects CVSan's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned.

Employee Signature

Date

Employer Signature

***** END OF POLICY *****