



City of Irving Job Description

Office Assistant

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| FLSA Status: | Non-Exempt | Job Department: | Multiple Departments |
| Job Code: | 09462 (FT) 99615 (PT) | Reports To (Job Title): | Designated Supervisor or Manager |

PURPOSE

To provide general clerical support including (computer) data entry, answering the telephone, greeting customers, creating original documents, maintaining office supply inventory, and/or payment processing.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Maintain a positive attitude, greeting and assisting visitors. This includes answering questions and finding requested information; Answer multiple telephone lines and transferring callers
- Recording and conveying messages.
- Write, type, or enter information into computer to prepare correspondence or other documents; copy information from one record to another; similarly, enter time-entry for payroll, work orders, receipts, checks, permits, and/or proofread documents, as assigned; photocopy documents.
- Prepare, maintain and archive a variety of files; Maintain databases of key information, including databases for creating mailing labels.
- Assist with all EMS related documents, including notarizing and sending certified mail, and/or in the creation of monthly newsletters, flyers, and other documents pertaining to date-specific activities, ensuring compliance with all city guidelines for publications.
- Tally, track, sort, file, assemble, and deliver various records and packets including payments, applications, and requests for service and information pamphlets.
- Prepare reports for submission to other government agencies.
- Maintain inventory, office supplies, and their required orders.
- Contact outside agencies and individuals to find answers to pre-determined questions, including completing customer surveys.
- Respond to inquiries and concerns regarding department services or city-sponsored events; forward to appropriate personnel as necessary.
- Address, post, sort, and distribute mail, including sending, receiving, and delivering faxes.
- Reserve rooms and facilities for meetings, training, and other events; as assigned, assist with event planning logistics, including notifications, arranging catering, and coordinating printing
- Perform related duties as assigned, including conducting facility tours and running errands.

If Assigned to Parks & Recreation:

- Maintain outdoor electronic sign, bulletin board, and display case, promoting classes and events.
- Compute wages, taxes, premiums, commissions, and payments for contract instructors, compile cash reports, and maintain part-time hour totals.

OTHER DUTIES AND RESPONSIBILITIES

- Assist other staff with special projects which may include: creating flyers, nametags, certificates, non-technical maps, and related documents; minor maintenance and repairs on office machines (i.e., photocopier); and/or, building oversight, which may include securing the building for closing.
- *If assigned to parks*, assist with recreation programs and advisory council processes (i.e., elections, vote tallying, etc.).
- *Based on assignment*, patrons may be more likely to have diminished capacity and/or special needs, which requires sensitivity and flexibility.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

May process cash, check, and credit card customer transactions; maintain cash report & office supply budget.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to the completion of 12th grade.

EXPERIENCE

- One year of related experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid Texas driver's license, or the ability to obtain one, may be required.
- Notary Public license may be required.

KNOWLEDGE OF

- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office Systems: Administrative and clerical procedures and systems such as word-processing systems, and filing and records management systems.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, Microsoft Office suite of software.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, documents, and ideas.
- Typing: Accurately entering information using computer keyboard.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Reading Comprehension: Reading and interpreting documents.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Mechanical/Technical: Safely operating diverse office equipment including computers, copiers, fax machines, calculators, and telephones.
- Service Orientation: Actively looking for ways to help people.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Written Expression: Communicating information and ideas in writing such as routine reports and correspondence, so others will understand.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.

GUIDANCE RECEIVED

On-going Instructions and Range of Procedures

Follows a range of established procedures, work methods and direct instructions. Must determine which procedure or method applies to each task or assignment and has some flexibility about the sequence of work. Issues outside of specific instructions and procedures are referred to supervisor or more senior position.

CONTACTS

Contact with internal and external customers, outside agencies and vendors involving obtaining cooperation of people; courtesy and tact are required with moderately difficult or sensitive issues.

EQUIPMENT AND PROPERTY

Office machinery: Xerox multi-function center copier/scanner, computer, printers, and telephones.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to grasp, handle, feel, listen, reach, see, and/or sit. Frequently, s/he must carry, lift up to 10 pounds, stand, walk, and/or talk, and occasionally is required to pull, push, and/or stoop.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment usually is moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.