

## **OFFICE ASSISTANT II**

### **DEFINITION**

Performs varied reception and clerical support duties for other employees and the public.

### **DISTINGUISHING CHARACTERISTICS**

The position of Office Assistant II performs a higher level of independent tasks than Office Assistant I with a minimum of supervision. This position handles confidential information and disburses appropriately, sets up meetings for management, speaks with elected officials, notices and disburses agendas and information for various Town committees.

This is a part-time position. This position differs from other Town clerical positions in that the latter are full-time and perform more complex duties in providing bookkeeping, reception, customer service, and administrative clerical support to other employees and the public.

### **SUPERVISION RECEIVED/EXERCISED**

Supervision is provided by the Administrative Secretary. The Town Manager and other members of the Town staff may also provide direction on specific projects.

### **ESSENTIAL DUTIES**

Answers the telephone and greets visitors to Town Hall; answers routine questions from the public; directs calls and visitors to the proper person or department, takes messages, or transfers calls to voice mail; copies and collates documents; labels and stuffs envelopes; processes faxes; opens and stamps mail; types letters and memoranda from rough drafts, copy, or oral direction; operates standard office equipment such typewriters, computers, fax machines, and calculators; inventories office and kitchen supplies and informs higher level clerical staff of needed supplies; files documents and reviews records periodically to assure documents are appropriately filed and fastened; creates labels for new files; maintains manuals and inserts replacement pages when directed; assists with the duplication and compilation of the Council agenda packets; and assists staff with special projects.

### **OTHER DUTIES**

Office Assistant II may assist in other duties as required such as assist the Deputy Town Clerk with Council meeting preparation and Town Planner with various Town meetings.

### **QUALIFICATIONS**

#### **Experience/Education/Training**

Sufficient experience and education to have acquired basic clerical skills and the ability to learn the basic functions of the Town operations. A typical way of obtaining the

required qualifications is to have some work experience in an office environment and/or high school or college coursework in office skills and procedures.

**Knowledge/Skill/Ability**

General knowledge of modern office practices and procedures including receptionist and telephone techniques; office machines and computerized equipment; principles of customer service and basic computer skills. Skill in word processing with sufficient speed and accuracy to prepare letters, memoranda and reports; and in dealing effectively with the public. Ability to learn and perform varied Town office procedures; understand and follow oral and written instructions; communicate clearly and concisely; and establish and maintain effective working relationships with those contacted in the course of work.

**Working Conditions**

Position requires sitting, standing, walking on level surfaces, twisting, turning, kneeling, bending, stooping, squatting, and crouching in the performance of daily activities. The position also requires grasping, repetitive hand motion, and fine coordination in writing and typing correspondence and reports. The need for accurate near vision is used in filing. Additionally, the incumbent relies on acute hearing in providing customer services at the counter and by phone. Because the working environment is in a public administrative setting, the incumbent works with frequent deadlines, constant interruptions and, at times, impatient and irate customers.