

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Office Assistant</u>
Sch & Grade	<u>PAT-3</u>
Class Code	<u>FE62</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>AFSCME</u>
Occupational Group	<u>Administrative Support</u>

PRIMARY PURPOSE:

Performs office support functions required for the operation of an assigned organizational unit.

SUPERVISION:

Under direct supervision.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Acts as a receptionist including greeting, assisting and responding to program participants, customers, and/or the general public through telephone and in-person inquiries and dispensing information on program policies and procedures as well as scheduling appointments in a friendly manner depending on department assignment.
2. Make decisions within established guidelines, policies, or directions.
3. Handles financial transactions as required and assigned including accepting payment for services, processing vouchers, issuing receipts, etc. from customers as well as processing and maintaining purchase order requests, financial remittance, etc.
4. Operates various communications equipment as required, such as two-way radios, to receive or transmit information.
5. Prepares, processes, and maintains various routine records and reports which are often computer generated.
6. Reads and interprets a variety of information in accordance with appropriate organizational methods; retrieves information from files as required.
7. Maintains files for a variety of information in accordance with appropriate organizational methods; retrieves information from files as required.
8. Enters data into the computer in order to track information, prepare simple reports, etc. and may prepare basic correspondence not requiring a high degree of speed.
9. Utilizes appropriate computer software applications such as word processing, spreadsheet, and database.
10. Operates a variety of office administration equipment such as copy machines, fax machines, calculators, etc.
11. Travels to a variety of city locations to perform mail delivery and collection, secure office supplies, etc. depending on departmental assignment.

IMPORTANT FUNCTIONS:

1. Arranges meetings for appropriate staff members as required.
2. Orders and maintains supplies as assigned by department, division, or section.
3. Maintains a neat and orderly work area.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Knowledge of modern office practices and standard English usage; basic math calculations.

Abilities

Type accurately at a rate of approximately 30 words per minute and/or pass a data entry/keyboarding skills test depending upon departmental assignment; follow oral and written instructions including accurately and efficiently carrying out set procedures; read, understand, and interpret a variety of information; operate a computer utilizing appropriate software; assignment may require individual to use excellent interpersonal skills to handle a large volume of public contact, including difficult situations, in a pleasant and efficient manner; speak clearly and hear accurately to provide accurate information and directions to customers; maintain appropriate level of confidentiality for both written and verbal information; communicate effectively both verbally and in writing; effectively welcome and embrace differences among employees and citizens; performs effectively as a member of the team in carrying out the City’s stated mission and philosophy; deal effectively and courteously with associates and the general public; present an overall professional image; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

At least one year of experience in general office work; experience with an emphasis on contact with the public desirable.

Physical Requirements

Performs bending, sorting, kneeling, and reaching to both ground level and overhead as required for tasks such as retrieving files; lifts and carries up to 10 pounds; pushes and pulls up to 25 pounds; holds and grips objects; may be subject to sitting for long periods of time; operates a computer keyboard and mouse. Some assignments may require incumbent to visually observe security monitors.

Working Environment

Primarily indoors with heating and cooling regulated in a general office environment.

Licensing/Certification

Assignment to some departments requires incumbent to possess a valid Missouri Motor Vehicle Operator's License in order to operate a vehicle for the purpose of completing job duties.

Miscellaneous Requirements

Must be able to pass security background check, if applicable.

Last Revision:	February 13, 2012	GENERAL ORDINANCE NO. 4341
Comments:	Updated Abilities	Date: June 14, 1993

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____