

## **OFFICE ASSISTANT**

### **DEFINITION**

Under general supervision, provides prompt, courteous, and reliable receptionist duties, greeting visitors and the public of the Santa Clara County Housing Authority (Agency) at a central reception area; answers and screens phone calls; obtains information from visitors to properly transfer or re-route visitors and calls to the appropriate staff and/or department; provides general office support activities including processing incoming and outgoing mail, scanning documents, word processing, data entry and organization, records management, and filing; performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Customer Services Supervisor or Assistant Director of Administration. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is a journey-level class responsible for receiving, screening, and processing visitors and callers and directing questions to the appropriate staff. Positions also provide office and clerical support such as processing incoming and outgoing mail, document preparation, scanning documents, and assisting in department-related projects and programs. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Administrative Assistant in that the latter performs more complex, specialized, and confidential tasks requiring additional training and/or experience. This class is further distinguished from the Housing Programs Assistant in that the latter provides client services related to housing programs.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Performs general front lobby/reception duties; greets, receives, and screens visitors and telephone calls; maintains visitor logs; takes messages, directs callers and visitors to the proper office or person, and/or provides factual information regarding Agency programs, activities, and functions; assists in interpreting and applying policies, procedures, rules, and precedents in response to inquiries and complaints from the public.
- Monitors lobby activity to ensure visitors are seen in a timely manner.
- Receives, opens, time stamps, sorts, and distributes all incoming mail and parcels; sorts and distributes mail and parcels to appropriate persons; maintains and processes outgoing mail.
- Receives, verifies, and performs a limited review of a variety of time sensitive and/or confidential forms and documents; records, and files; routes forms and documents to appropriate staff; maintains security of confidential information.
- Scans large volumes of documents for electronic storage, exports to imaging system, and forwards to the appropriate staff; organizes and maintains document imaging system and files.
- Maintains lobby in an organized manner; ensures resources are stocked and available, monitors inventory, and orders necessary supplies.
- Performs a wide variety of clerical duties to support departmental operations, including word processing, data entry and organization, processing mass mailings, records management, restocking supplies, and filing.
- Performs other duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and two (2) years of general office clerical experience involving public contact.

#### **Licenses and Certifications:**

Possession of or the ability to obtain and retain a valid California Driver License and a driving record acceptable to the Agency.

**Knowledge of:**

- Modern office practices and procedures, including the use of standard office equipment and computer applications.
- Applicable Agency policies and procedures relevant to assigned area of responsibility.
- Record-keeping principles and procedures.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

**Ability to:**

- Perform reception and office support work with accuracy, speed, and general supervision.
- Interpret and apply Agency policies and procedures.
- Learn and understand the organization and operation of the Agency as necessary to assume assigned responsibilities.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Organize, maintain, and update office database and records systems.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work
- Effectively represent the Agency when providing customer service to the public.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and applications.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.