

OFFICE ASSISTANT I/II

DEFINITION

Under supervision, performs a variety of general clerical duties, including word processing, data entry, document processing, reception, and storage and retrieval of a variety of types of information; performs related work as assigned.

CLASS CHARACTERISTICS

Office Assistant I is the entry-level class in the clerical series. Initially under close supervision, incumbents learn data entry, word processing, and basic clerical tasks (copying, record keeping, filing, faxing, serving as receptionist) and develop knowledge of appellate court procedures. As experience is gained, there is greater independence of action within established guidelines. This class is alternately staffed with Office Assistant II, and incumbents may advance to the higher level after gaining experience and demonstrating proficiency that meets the qualifications of the higher-level class.

Office Assistant II is the journey-level class of this series, fully competent to independently perform the full range of general clerical duties. Under supervision, incumbents perform data entry, word processing, and clerical tasks including copying, record keeping, filing, faxing, serving as receptionist, and finishing and formatting of correspondence. This class is distinguished from the Appellate Court Records Assistant in that the latter performs the full range of activity associated with records organization and maintenance, and with Assistant Deputy Clerk I in that the latter performs a variety of entry-level legal procedural and process support work in the Office of the Clerk of the Court.

EXAMPLES OF DUTIES (*illustrative only*)

- Formats and finishes word-processing documents, including correspondence, reports, and forms.
- Enters, edits, and retrieves data and prepares periodic and special reports from a computer system, following established formats and menus.
- Proofreads and checks typed, word-processed, and other materials for accuracy, completeness, compliance with policies and procedures, and correct English usage, including spelling, grammar, and punctuation.
- Prepares and updates a variety of reports and records that may require the use of arithmetic calculations and consolidating materials from multiple sources.

- Enters, checks, files, retrieves, and resolves discrepancies in numeric data.
- Maintains and updates various mailing and membership lists; generates labels for mailings.
- Acts as receptionist for assigned area. Greets visitors, answers telephone, directs callers to proper office or staff, and delivers messages.
- Operates a variety of standard and specialized office equipment, such as typewriters, personal computers, fax machines, telephones, and copiers.
- Maintains records and prepares and processes forms.
- Establishes and maintains office files, researches and compiles information from files, and purges files.
- Sorts and delivers mail as needed; operates postage meter and convenience copiers; may provide backup in operating large copying equipment.
- Provides backup clerical assistance as requested.

WORKING CONDITIONS

- Must be available to work overtime.

QUALIFICATIONS

Knowledge of:

- Office practices and procedures, including filing and the operation of office equipment.
- The operation of personal computers and the use of specified computer applications, such as word processing and data entry.
- Correct business English, including spelling, grammar, and punctuation.
- Business arithmetic.
- Record-keeping principles and practices.

Ability to:

- Perform detailed office support work accurately.
- Understand and follow oral and written directions.
- Safely operate standard office equipment.
- Organize and maintain accurate files and records.
- Make accurate arithmetic calculations.
- Organize own work, set priorities, and meet critical deadlines.
- Operate personal computers and use specified computer applications, such as word processing and data entry.
- Communicate effectively in English, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Licenses and Certificates:

None.

Education and Experience:

Office Assistant I: Equivalent to graduation from high school.

Office Assistant II: Equivalent to graduation from high school and two years of varied clerical experience that includes word processing and data entry.

Directly related college-level education may be substituted for experience on a year-for-year basis.