

CITY OF MILLBRAE
CLASSIFICATION SPECIFICATION

SENIOR OFFICE ASSISTANT
March/2019

DEFINITION

Under general supervision, leads and performs a variety of fiscal, clerical, and administrative work in support of assigned department; provides customer service to the public, vendors/contractors, and other City staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey, lead-level position in the Office Assistant class series with responsibility to perform a variety of basic fiscal, clerical, and administrative support work. This classification is distinguished from the Office Assistant III in that the Senior Office Assistant has more responsibility for providing lead direction, work coordination, and training.

SUPERVISION EXERCISED AND RECEIVED

Receives general supervision from supervisory or management staff in assigned department. Provides lead direction to assigned clerical department personnel.

DUTIES AND RESPONSIBILITIES

The duties listed below are illustrative only and are not meant to be a full and exhaustive listing of all of the duties and responsibilities of the position.

- Performs a wide variety of general and complex clerical work including data entry; maintenance of accurate and detailed files, logs, rosters, manuals, documents, computerized files, and records; verifies accuracy of information; researches files as requested;
- Performs a variety of customer service functions; answers the telephone, determines nature of the request, provides appropriate response to caller, or routes call to the appropriate personnel; provides front counter assistance, screening visitors, responding to requests for information, or referring to appropriate personnel;
- Provides information on departmental and City policies and procedures, as well as specific to department functions both by phone and at the counter;
- Leads, trains, and provides work direction to assigned clerical personnel; assists with ensuring smooth and efficient office operations;
- Prepares, types, word-processes, and proofreads a variety of documents, including general correspondence, agenda items, reports, memoranda, and statistical charts, from rough draft or verbal instruction; collects and consolidates data for the preparation of reports; generates new contracts and monitors contracted instructors as assigned;
- Assists with the preparation, maintenance, and monitoring of a variety of accounting, financial, and budget functions; compiles and consolidates data, receipts, and cash flow for end of the day closeout; balances and reconciles assigned accounts according to established procedures; maintains records for various funds and expenditures as assigned;
- Processes, submits, and tracks invoices, security deposits, customer payments, and refunds using assigned systems; processes financial transactions and generates purchase orders as assigned; maintains and manages petty cash according to established procedures;
- Creates and maintains accurate schedules and calendars for assigned activities; coordinates meetings with assigned staff; reserves time and meeting places as needed;
- Prepares and maintains Contract Instructor statistical records; checks and tabulates statistical data

for payment processing; reviews data in financial reports; reconciles records and reports problems or discrepancies to appropriate personnel;

- Operates office equipment, including computers, printers, copiers, fax machines, and related equipment;
- Receives, sorts, and distributes incoming and outgoing correspondence and mail; provides responses as appropriate;
- May assist with department specific functions, such as serving as a dispatcher for public works staff, issuing permits, vendor contracts, etc.;
- Provides assistance on both long-term and short-term special projects;
- Attends and participates in staff and group meetings; takes and transcribes notes for assigned committees; organizes and coordinates meetings; and
- Performs related duties as assigned.

JOB-RELATED QUALIFICATIONS

Knowledge of: Secretarial and administrative support practices and techniques; modern office procedures, methods, and computers and office equipment; principles, procedures, and techniques of effective record keeping, data entry, and filing; principles and practices of effective customer service; English usage, spelling, grammar, and punctuation and basic mathematical principles; basic principles of accounting; operations and activities of assigned area; principles and practices of lead direction, work coordination, and training.

Ability to: Prepare, update, maintain, and file a variety of documents, including reports, correspondence, records, calendars, etc.; read, interpret, and apply appropriate rules, ordinances, and laws to assigned activities; effectively respond to requests and inquiries from the general public; perform responsible clerical and secretarial work within assigned area; type and/or enter data on a computer at a speed necessary for successful job performance; receive, process, and distribute incoming and outgoing mail; operate office equipment, including computers and applicable software; understand and carry out oral and written directions; communicate clearly and concisely, both orally and in writing; understand and perform basic financial functions; establish and maintain effective working relationships with those contacted in the course of work; work independently with minimal supervision; lead and provide training and work direction to others.

EDUCATION AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities. A typical way would be:

Education: High school diploma or equivalent (GED). Training in office administration, computers, or related field is desirable.

Experience: Three (3) years of increasingly responsible clerical or secretarial experience with at least one (1) year of equivalent experience of an Office Assistant III.

Licenses: Valid California Class C Driver's license.

SPECIAL REQUIREMENTS

Speak clearly and understandably; ability to work in a standard office environment and use computer software applicable to the job; physical stamina and mental alertness to work additional hours to meet

deadlines; hear and speak well enough to converse, by telephone and in person, and be clearly understood.