



Pleasant Valley Recreation and Park District Job Description

Job Title: Office Assistant I/II
Department: Administration
Reports To: Administrative Services Manager
FLSA Status: Non-Exempt

Category: Staff
Prepared Date: April 2015
Approved by: Board of Directors
Approved Date: July 1, 2015

SUMMARY: Under direct supervision (I), general supervision (II), performs a variety of routine to clerical duties in support of administration or other program. Support activities may include, public service, document production, and/or record maintenance, also performs related duties as required. Ability to adhere to attendance and punctuality guidelines and demonstrate flexibility in working varying shifts, including some evenings and weekends as necessary

ESSENTIAL DUTIES AND RESPONSIBILITIES: Includes the following, with a focus of quality customer service being primary for all positions. Depth and breadth of assignments increase at each level and may include, but are not limited to the following:

- Types a variety of documents in draft and final form, such as correspondence, standard forms, charts, proposals, specifications, and reports written, recorded, printed sources, and/or verbal instructions, proofreads typed materials for correct grammar, spelling and punctuation.
- Prepares, validates, processes, and/or checks a variety of documents such as permit applications, reservations, program applications, invoices, etc., for completeness, accuracy, and submission standards.
- Answers phone calls and walk-ins; determines how incoming customers should be routed; directs people to appropriate offices, or customers to proper information sources; answer routine questions; explains routing procedures, processes, or district activities; schedules appointments, training, or examinations; obtains routine factual information to create or update files; provides assistance in the completion of forms.
- Sorts and/or files materials such as correspondence, contract documents, and customer information; maintains files; conducts systematic search for misplaced materials; maintains cross-reference files or invoices; purges filing systems as necessary.
- Compiles routine reports and records by extracting and/or tabulating information from a variety of sources, such as files, correspondence, meeting notes, logs, previous reports, and/or verbal instruction.
- Transfers professional and technical instructions to project or customer files; researches reference materials to respond to customer or co-worker inquiries.
- Operates a variety of automated office equipment.
- May perform equipment/system maintenance checks.
- Uses computerized equipment to produce routine reports, correspondence, or forms; enters, updates, and/or extracts stored information using such equipment.

OA I is the entry level classification in this job series. Incumbents perform routine clerical and/or manual tasks with simple, clear cut instructions involving no more than a few steps and limited knowledge of operational processes and procedures.

OA II is the journey level classification in this job series. Incumbents perform a variety of clerical duties according to established criteria and prescribed procedures. Some independent judgment is required in choosing among alternative courses of action in mostly standardized operations and services.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Some to thorough knowledge (depending on level in series) of: modern office methods and practices; record maintenance systems; letter writing and report compilation and public contact techniques.



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- Working to considerable knowledge (depending on level in series) of: the operation and procedures and practices used in support of the function to which assigned; techniques to expedite or improve clerical tasks and record processing; correct English usage, spelling, grammar, and punctuation.
- Working skills: depending on assignment, incumbents may be required to demonstrate a certain prescribed proficiency in typing or equivalent word processing/data entry and/or taking/transcribing dictation.
- Working to thorough ability (depending on level in series) to: perform and coordinate moderately difficult and responsible clerical work with little or no direct supervision; set up and maintain records and filing systems; extract information from a variety of sources; operate a variety of automated office equipment; accurately perform and proof the transfer of information from one document to another; establish and maintain cooperative working relationships; understand, follow and convey written and verbal directions.

EDUCATION and/or EXPERIENCE: High school diploma or General Education Degree (GED). Some (I), to considerable (II) clerical experience which has led to the acquisition of the required knowledge, skills and abilities.

CERTIFICATES, LICENSES, REGISTRATIONS: Position may require an average amount of driving, therefore, must have daily access to a vehicle, and possess a valid California driver's license, and maintain appropriate insurance on vehicle used in the course of business duties. Position may involve driving to events as a representative of the District. CPR and First Aid Certification required no later than six (6) months after employment. Successful completion of tuberculosis, drug and alcohol screening and criminal justice fingerprint clearance/background check required.

PHYSICAL DEMANDS: Mobility: Frequent use of office equipment; frequent sitting for long periods of time; occasional bending or squatting. Lifting: frequently up to 10 pounds; occasionally up to 25 pounds. Vision: constant use of overall vision, frequent reading and close-up work; occasional color and depth vision. Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding and reaching. Hearing/Talking: frequent hearing and talking, in person and on the phone. Emotional/Psychological: frequent concentration; frequent public and/or coworker contact; occasional working alone. Environmental: frequent exposure to noise.

WORK ENVIRONMENT: Work is performed in a typical temperature controlled office environment subject to typical office noise. The positions will mostly be in a fast paced office environment requiring the ability to multi-task. Positions may require rare/occasional overtime or schedule adjustments due to special events.