

OFFICE ASSISTANT I - 1021

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs responsible clerical work providing assistance to the assigned department; and does related work as required. Work is performed under regular supervision.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Performs data entry for work order and asset management system; answers incoming calls, enters and processes customer service requests.

Processes customer requests for city services;

Enters information from work orders into computer database management programs;

Answers telephone, when necessary, placing incoming calls to various offices and connecting long-distance calls;

Receives and records messages; provides basic information to callers;

Acts as receptionist when necessary; greets visitors and provides directions as needed;

Performs basic typing and filing duties;

Makes copies of documents;

Prepares and maintains various files and records;

Receives, sorts, distributes and collects mail;

Stuffs envelopes; places address labels on envelopes;

Undertakes special projects as assigned by supervisor; manages assigned programs;

Checks accuracy of important documents and records;

Attends meetings of committees; compiles and types agenda and minutes for boards and commissions;

Receives, processes, and enters a variety of information into computer systems;

Receives, collates and copies of fire reports; ensures reports are submitted and complete;

Enters incident reports, verifies reports have necessary information;

Assists the general public and staff by supplying information, copying documents, and answering questions;

Performs assistant tasks for Chief, Deputy Chief, Fire Marshal and other staff;

Maintains reasonable and predictable attendance;

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of standard office procedures; general knowledge of the operation of the switchboard; some knowledge of operations of the assigned department; ability to speak clearly, understand and follow written and oral directions; ability to operate personal computer and standard office equipment; ability to type accurately and at a reasonable rate of speed.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school and some clerical/office experience.

SPECIAL REQUIREMENTS:

Possession of an appropriate driver's license valid in the State of North Carolina.

Notary Public in the State of North Carolina.