



JOB DESCRIPTION

JOB TITLE:	Senior Office Assistant	FLSA:	Non-Exempt
DEPARTMENT:	Utilities	GRADE:	A2
REPORTS TO:	Office Supervisor	DATE:	10/06/2016

SUMMARY OF JOB PURPOSE:

Responsible for providing difficult, technical, complex or specialized office support to various County offices.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Performs difficult, complex technical and/or specialized office support work, which requires the exercise of independent judgment, the application of technical skills and a knowledge of detailed or specialized activities related to the department to which assigned.
- Uses a computer to develop and manage databases and/or spreadsheet files and to develop special report formats.
- Researches and assembles information from a variety of sources for the completion of forms or the preparation of reports; makes arithmetic or statistical calculations.
- May provide billing services to include invoicing, credit memos and payment receipt.
- Conducts specific projects related to the department or office to which assigned; may obtain and/or provide information from other organizations, summarize such information and prepare recommendations.
- Provides information to the public or to County staff that requires the use of judgment and the interpretation of policies, rules or procedures.
- Arranges meetings by notifying attendees, reserving rooms and making lodging and/or meal arrangements.
- Organizes, maintains and purges various departmental files.
- Prepares correspondence, reports, forms, contracts and specialized documents from drafts, notes, or brief instructions; may provide secretarial support on a relief basis.
- Proofreads and checks typed and other materials for accuracy, completeness, and compliance with departmental policies and regulations.
- Enters and retrieves data and prepares reports using a computer; reviews such reports for accuracy and makes corrections as required; operates standard office equipment.
- Oversees and personally performs a variety of office administrative details such as entering employee time, preparing purchase requisitions, arranging for the repair of equipment, transmitting information, and keeping reference materials up-to-date.
- Enters, maintains, validates and produces reports on records within various databases.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



SENIOR OFFICE ASSISTANT

ESSENTIAL FUNCTIONS: (continued)

- Acts as receptionist and receives and screens visitors and telephone calls and directs the caller to the proper person or personally handles the call; provides information which requires the use of judgment and interpretation of policies, rules and procedures.
- May train others in work procedures or direct the work of others on a project or relief basis.
- May perform payroll coordination duties for a specific unit, including entering employee time into a computer, retrieving data and compiling reports, instructing employees on time sheet procedures, and answering and researching payroll discrepancies.
- May drive a motor vehicle to and from other County locations in order to attend off-site meetings or visit other work sites.
- Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a work team.
- Represents the County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

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.

Education and Experience:

High School diploma/GED; AND two (2) years of administrative support experience; OR an equivalent combination of education, training and experience.

Required Knowledge and Skills:

Knowledge of:

- Policies and procedures of the department to which assigned.
- Use of specified computer applications involving word processing, data entry and/or standard report generation.
- Use of specified computer applications involving the design and management of databases or spreadsheet files and the development of special report formats.
- Business arithmetic.
- Applicable regulations, policies and statutes; office administrative practices and procedures.
- Business letter writing and the standard format for typed materials.
- Record keeping principles and practices.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with the public, in person and over the telephone.



SENIOR OFFICE ASSISTANT

Skill in:

- Performing technical, specialized, or basic office support work.
- Reading and explaining rules, policies and procedures.
- Analyzing and resolving varied office administrative problems.
- Organizing, maintaining and researching office files.
- Composing correspondence independently or from brief instructions.
- Compiling and summarizing information and preparing periodic or special reports.
- Using initiative and independent judgment within established procedural guidelines.
- Organizing own work, setting priorities and meeting critical deadlines.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

- Nevada Driver's License
- May require Notary Public certification
- May require CNC/NCIC/NCJIS certification and biannual re-certification
- May require certifications related to specific duties

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to remain seated for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person or over the telephone.