

WASHINGTON STATE DEPARTMENT OF PERSONNEL

01010

Specification for Class of

OFFICE ASSISTANT

Abolished Effective June 1, 2005

CLASS SERIES INTENT

Performs a variety of clerical duties in support of office or unit operations.

Definition: Performs a variety of routine clerical duties.

Distinguishing Characteristics: Performs a variety of routine clerical duties such as processing documents and records, extracting and compiling records or data, responding to inquiries concerning services and procedures, maintaining and monitoring established record keeping, filing, and data base systems, and keyboarding or typing forms, letters, record entries, and other material.

Duties and assignments are of a routine nature. Routine duties are recurring and accomplished by following established work methods or procedures. Within established guidelines, independently organizes, prioritizes, and initiates work activities. Decision making authority is limited to choice of appropriate methods or procedures. Guidance is provided in new or unusual situations. Deviation from established methods, procedures, or guidelines requires approval. Work is periodically reviewed to verify compliance with policies, procedures, or standards.

Examples Of Work

Following established guidelines, responds to inquiries regarding departmental services and procedures; answers telephones, receives and refers visitors;

Sorts, files, and tabulates various documents and records; establishes and prepares new files or categories within established filing systems; enters and retrieves data using electronic files; removes and logs materials; maintains status and file reports;

Cross checks and tabulates standard information; checks incoming forms and documents for required information; extracts and compiles statistical data from source documents;

Collects fees, maintains collection records, verifies and balances receipts, and prepares bank deposit documents;

Performs basic word processing or typing tasks such as aligning text, setting margins and tables, saving or filing, spell checking, and printing to produce memos and letters;

Performs electronic mail tasks;

Orders, receives, and maintains office inventory following established procedures;

Drafts routine forms and letters; assembles reports;

Proofreads material making corrections for sentence structure, spelling, grammar, and punctuation;

Receives, sorts, and distributes mail, messages, records, office supplies, and other materials;

Operates office equipment such as computer, word processor, typewriter, calculator, copy machine, fax machine, optical scanner or reader, microfiche reader, postage machine, scale, and multiple-line telephones; serves as key operator of office equipment;

Sorts, processes and/or makes distribution of mail either manually or by machine in an agency mail center or other location; performs routine set up, adjustment, trouble-shooting, operation and maintenance of mail handling equipment as required;

Performs tasks which require the use of basic arithmetic including addition, subtraction, multiplication, and division;

May schedule appointments and meetings;

May assist others by providing work guidance or direction but does not assign, instruct, and check the work of others on a regular and ongoing basis;

Perform related duties as required.

Desirable Qualifications

High school graduation or GED.

AND

One year of clerical experience.

Note: Some positions in this class will require keyboarding or typing accurately at a net speed of 40 words per minute or faster.

New Class: 07/01/97.

Merges/incorporates work (less secretarial) formerly performed in the following classes: 00050, Messenger Clerk; 00070, Receptionist; 00100, Clerk 1; 00120 Clerk 2; 01100, Clerk-Typist 1; 01120 Clerk Typist 2; 01500, Clerk Stenographer 1; and 01520, Clerk Stenographer 2.