



OFFICE AIDE

DEFINITION

Under direct supervision, performs a variety of routine administrative support duties requiring knowledge of the assigned department, prepares bills, accepts payments and provides customer service. This is a part-time position with statutory benefits only; position may work up to 28 hours per week, 999 hours per fiscal year.

SUPERVISION EXERCISED

None

EXAMPLES OF DUTIES

Duties may include but are not limited to:

Answer inquiries from the public, both in person and over the phone, direct customers to appropriate staff member and take messages; schedule appointments and facilities.

Sort and distribute mail, file, scan documents and order supplies.

Receive and process requests and documents for payments, permits and licenses.

Accept cash, checks and credit cards for payment, enter data to post transactions and prepare pre-deposit documents for same.

Perform data entry and use basic computer software including but not limited to Word, Excel and mail merge; prepare certificates and other documents.

Complete special projects as assigned.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Standard office procedures, methods and computer equipment.

Basic cashiering and fiscal record keeping.

Computer software such as Word, Excel, mail merge and related programs.

Techniques used in dealing with the public and customer service.

Ability and Skill to:

Operate office equipment including computers, copying machines and phone systems.

Accurately type 35 words per minute and enter and tabulate data.

Respond to questions from the public and staff.

Accurately perform basic mathematical calculations.

Plan and organize work to meet schedules and timelines.

Communicate clearly both orally and in writing.

Perform duties of an emergency worker in the event of a natural or other disaster.

QUALIFICATIONS

Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:

High School graduation and some general office, including familiarity with computers and office software, and greeting the public experience.

LICENSE OR CERTIFICATE

Possession of a valid Class C California Driver's License and a good driving record.

ESSENTIAL JOB FUNCTIONS/A.D.A.

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents



Ability to sit for two hours at a time

Ability to lift up to 15 pounds

Ability to climb a footstool or ladder for the purposes of retrieving records

Ability to get from one location to another in the course of doing business

