OFFICE AIDE

Definition:

Under direct supervision, performs a variety of tasks associated with public contact, clerical work of limited difficulty and performs related work as required.

Essential Duties and Responsibilities:

The essential duties and responsibilities of the class include the following:

Completes and processes various forms.

Issues receipts and maintains records.

Maintains information bulletin boards.

Opens, stamps and routes mail.

Takes and relays messages and provides routine information.

Acts as a receptionist and greets the public.

Assembles promotional material and mass mailings.

May receive and account for fees and perform light typing tasks.

May perform a variety of tasks related to the functions of the office or department to which assigned.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

May lift and carry boxes of files and other items weighing 30 pounds or less.

May file a variety of documents.

Class Characteristics:

The class of Office Aide is a multi-incumbent clerical/office support class. Incumbents perform the more simple and/or basic office, receptionist or counter functions under close supervision.

Contacts and Relationships:

Contact is made with the public regarding inquiries related to the department assigned. Other contact is established and maintained primarily within an incumbent's department.

Qualifications Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

English usage.

Basic math.

Ability to:

Learn office procedures.

Learn to use a personal computer and applicable software.

Understand and carry out oral and written directions.

Meet the public with courtesy and tact.

Establish and maintain effective relationships with those contacted in the course of work.

Make simple mathematical calculations.

Communicate effectively orally.

Read and write at the level required for successful job performance.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Completion of the ninth grade.

AND

Experience:

None.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office environment and requires sitting for prolonged periods of time. An incumbent stands, walks, and may twist, reach, bend, crouch and kneel. An Office Aide may also grasp, push, pull, drag and lift boxes of files and other office items weighing 30 pounds or less. An incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Special Requirement:

Must be able to work a flexible schedule to accommodate City needs.

Other:

For some positions, the ability to type is preferred.

Fair Labor Standards Act Designation: Non-exempt.

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