

CITY OF MILPITAS  
EFFECTIVE: June 1987  
Revised: 07/07, 09/91  
EEOC: Office & Clerical  
FLSA: Non Exempt  
UNIT: Protech  
PHYSICAL: 1

## OFFICE ASSISTANT I/II

### DEFINITION

Under general supervision, performs a wide variety of office support duties related to the function and department assigned, which may include reception, typing, word processing, data entry, record keeping and filing.

### DISTINGUISHING CHARACTERISTICS

Office Assistant I - This is the entry-level class in the Office Assistant series. Incumbents typically have little or no directly related work experience and work under immediate supervision while learning job duties. As experience is gained, a wider variety of duties are performed. This class is flexibly staffed with Office Assistant II and employees may advance to the II level after gaining the required experience, knowledge and skills.

Office Assistant II - This is the full journey level class in the series and is distinguished from the I level by performance of the full range of duties assigned, with only occasional instruction or assistance in non-routine situations. Office Specialist class is distinguished from this class by performance of technical, complex and specialized office support duties which require technical knowledge and skills.

EXAMPLES OF DUTIES - Duties may include but are not limited to the following:

Perform general clerical duties related to assigned functional area of responsibility.

Type, proofread and process a variety of documents including general correspondence, forms, memos, statistical charts and specialized documents from drafts, notes, brief instructions or dictated tapes using a typewriter or word processor or computer equipment.

Act as receptionist; answer the telephone and wait on the general public, giving information on departmental policies and procedures as required.

Enter, edit and retrieve data using computer terminal system; prepare and maintain computerized reports.

### EXAMPLES OF DUTIES

Perform a wide variety of routine clerical work including filing, billing, and checking.

Sort and file documents and records, maintaining alphabetical, index, and cross-reference files.

Compile information and data for statistical and financial reports; check and tabulate statistical data; prepare simple statistical reports; and maintain a variety of statistical records.

Operate standard office equipment including word processing and computer terminals as assigned.

Receive, sort and distribute incoming and outgoing mail.

Order office supplies; submit expense claims.

### QUALIFICATIONS

Note: The level and scope of the knowledge and skills listed below are related to the job duties as defined under Distinguishing Characteristics.

#### Knowledge of:

English usage, spelling, grammar and punctuation.

Office practices and procedures including filing systems and basic record keeping.

Operation of standard office equipment including word processing and computer equipment.

Basic business mathematics.

Business letter writing and typing formats.

Organization, policies, procedures and operating details related to the departmental to which assigned.

#### Skills/Ability to:

Perform detailed office support work.

Organize and maintain accurate records and files.

Operate office equipment including computer terminals and word processor.

Understand and carry out oral and written directions.

Make simple mathematical calculations accurately.

Compose routine correspondence.

Coordinate various job duties and set priorities.

Make decisions and use judgment based on established guidelines.

Establish and maintain effective working relationships with City staff, the public and others contacted on the job.

Other Requirements:

Specified positions may require the ability to type at a speed of 40 words per minute.

EDUCATION AND EXPERIENCE

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

Office Assistant I: No specific education or experience is required.

Office Assistant II: One year of general clerical or office assistant experience.

LICENSE OR CERTIFICATE

- Possession and maintenance of a valid California Driver License.

SPECIAL REQUIREMENTS:

*Essential duties require the following physical abilities and work environment.*

Ability to work in a standard office environment; able to travel to various locations within and outside the City of Milpitas.

City of Milpitas  
Office Assistant I/II

Approved by:

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City Manager

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Date

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Human Resources Director

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Date

- Addendum 1: Information Services
- Addendum 2: City Clerk's Office
- Addendum 3: Recreation
- Addendum 4: Engineering
- Addendum 5: Building
- Addendum 6: Police
- Addendum 7: Fire
- Addendum 8: Public Works

Examples of Duties: In addition to the general duties listed above:

- ◆ Process and track department purchase orders.
- ◆ Collect and enter employee timecards in the Payroll system.
- ◆ Receive department deliveries.

**Position**

This person acts as the City's main public receptionist.

**Examples of Duties:** In addition to the general duties listed above:

- ◆ Answer the telephone for the main City Hall phone number and check voicemail.
- ◆ Maintain and use when necessary a Telecommunications Device for the Deaf.
- ◆ Direct callers and live visitors to correct department and personnel.
- ◆ Interact with a wide assortment of customers, including people with complaints against the City (Council, staff, in general).
- ◆ Accept and process passport applications.
- ◆ Mailing tasks: fold-and-stuff department mailings, manage all City Hall overnight mail services: GSO in-state and FedEx for out of state, and receive packages and notify City staff of delivery.
- ◆ Maintain supply of temporary id badges and issue as needed (to City staff and visiting vendors).
- ◆ Posts signs (re: meetings on first floor) daily.
- ◆ Posts agendas and other notices on outside board, per the Brown Act.
- ◆ Order office supplies for the City Clerk's office.
- ◆ Upon request of the public, review and print documents available online (web stored archives e.g. City Council meeting agendas, minutes, resolutions).
- ◆ Complete voice recording of the City Council agenda on phone hotline.
- ◆ Complete monthly tracking reports, including the number of public interactions at the Information Desk.
- ◆ Type short letters, memos or e-mails.

**Ability to:**

Operate a Telecommunications Device for the Deaf.

**Certificates:**

Requires training and authorization from the San Francisco Passport Agency office.

**Examples of Duties:** In addition to the general duties listed above:

- ◆ Stocking/Cleaning coffee caddies
- ◆ Prepare Rainbow Theatre reserved seating signs
- ◆ Maintain forms binders and general program binders
- ◆ Prepare holiday day(s) off signs
- ◆ Picnic kit rentals
- ◆ Run updated facilities reports and room signs
- ◆ Maintain Community Garden
- ◆ Assist Public Services Assistant with waiting list/cancellation phone calls
- ◆ Back-up for Volunteer Database entry, timecard verification and entry, and tracking of Non-Profit Group Facility Rentals.

**Examples of Duties:** In addition to the general duties listed above:

- ◆ Respond to all counter calls and assist customers.
- ◆ Research private projects for public and staff.
- ◆ Assist with document imaging system.
- ◆ Issue encroachment permits for residential and commercial projects.
- ◆ Develop and maintain RMS Access database for active projects.
- ◆ Monitor and track Land Development projects, on computer system.
- ◆ Update flood zone database.
- ◆ Take inspection requests and assist with scheduling inspections.
- ◆ Collect, prepare, and process department timecards.
- ◆ Enter department timecards into payroll system, balance, print reports, and submit to finance.
- ◆ Maintain department filing system.
- ◆ Order department's office supplies and in-house print shop requests.
- ◆ Prepare documents in computer, using MS Word and Excel spreadsheets.

**Examples of Duties:** In addition to the general duties listed above:

- ◆ Take inspection requests and schedule inspections for contractors and homeowners.
- ◆ Print reports for each scheduled inspection and distribute to appropriate inspectors.
- ◆ Answer phone inquiries from contractors and the general public regarding inspection and permit process and inspector information or route to appropriate person or department.
- ◆ Assist Inspectors with research for permit information, meter release requests, re-inspection fees, etc.
- ◆ Collect and prepare the department's time sheets and get the appropriate signatures.
- ◆ Enter the department's time sheets into payroll system, balance, print reports, and deliver to Finance.
- ◆ Collect all issued permits, assign a location numbers, complete location cards, make file folders, and file all materials appropriately.
- ◆ Data entry in PT Win. (building permitting system)
- ◆ Prepare miscellaneous permits for imaging.
- ◆ Pick-up and distribute department mail.
- ◆ Assist building staff and other departments with pulling plans and or folder from issued permits.
- ◆ Prepare permits for microfilm and maintain cataloguing information in an excel spreadsheet.
- ◆ Report statistical data regarding building permits to U.S. Census Bureau and McGraw-Hill, and other interested parties.
- ◆ Process records research requests and follow-up with requestor.
- ◆ Maintain Department\_Filing system.
- ◆ Order department's office supplies and in-house print shop requests.
- ◆ Special assignments as assigned.

**Position**

Assigned to the Police Department front desk, answers inquiries, by telephone or walk in lobby traffic, and refers them to the appropriate officer, division or section.

**Supervision**

This position is under the direction of the Records Manager/Supervisor.

**Examples of Duties:** In addition to the general duties listed above:

- ◆ Answer incoming non-emergency calls from the public.
- ◆ Refer inquiries regarding accidents, traffic citations, police policies and procedures to the appropriate person or section.
- ◆ Take messages as necessary.
- ◆ Read press releases to reporters.
- ◆ Keeps a current calendar of officers' schedules, vacations, and school dates to assist in coordinating messages and inquiries.
- ◆ Locate streets and give directions to the public.
- ◆ Assist the Police Records Clerks with filing of traffic citations and computer data entry when time permits.

**Examples of Duties:** In addition to the general duties listed above:

- ◆ Schedule public education events.
- ◆ Log life safety and hazardous materials inspections.
- ◆ Process Fire Aide (volunteer) cards.
- ◆ Research and assist the Training Chief the Office of Emergency Services.

**Knowledge of or Ability to Learn:**

- ◆ Fire Department programs and procedures.
- ◆ The Fire Department's computer software programs: records management system (SunPro) and staffing program (TeleStaff ).

**Examples of Duties:** In addition to the general duties listed above:

- ◆ Collect data from hardcopies and other sources, and enter numbers into monthly reports using existing Microsoft Word & Excel documents.
- ◆ Answer Public Works telephones which includes the general public and internal customers: field calls and dispatch maintenance employees when necessary; which sometimes includes responding to emergency situations. Also includes using the customer service request database to enter and look up necessary information for reports and to respond to customers.
- ◆ Operate a Telecommunications Device for the Deaf.
- ◆ Greet & assist customers who walk up to the counter.
- ◆ Update department documents as needed (example: communication radio caller I.D. numbers & call-out roster.)
- ◆ May order kitchen and general office supplies as needed. Put away and organize supplies.
- ◆ Maintain procedures manual and invoice binders, which includes copying invoices, processing and sending originals to Finance.
- ◆ Collect and check timesheets. Enter employee timesheets in the Payroll system.
- ◆ Pick up and distribute payroll checks as needed.
- ◆ Receive, sort and distribute incoming and outgoing mail.
- ◆ Other related tasks as assigned.