

CITY OF MILPITAS
Revised: 9/91; 9/04
Established: 4/89
EEOC: Office and Clerical
UNIT: Pro Tech
FLSA: Non-exempt
Physical: 1

PUBLIC SERVICES ASSISTANT I / II

DEFINITION

Under general supervision, performs a variety of responsible and specialized office support work involving extensive public contact, including related bookkeeping and record keeping tasks.

DISTINGUISHING CHARACTERISTICS

Public Services Assistant I - This is the entry level class in the Public Services Assistant series. Initially under immediate supervision, incumbents learn public contact duties and department procedures. As experience is gained, a wider variety of duties are performed. This class is flexibly staffed with Public Services Assistant II and employees may advance to level II after gaining the required experience, knowledge, and skills.

Public Services Assistant II - This is the full journey level class in the Public Services Assistant series, and is distinguished from level I by performance of the full range of duties as assigned, with only occasional instruction or assistance in non-routine situations. Public Services Assistants are supervised by management or supervisory staff. Incumbents in the Public Services Assistant II class may provide technical supervision for those in the Public Services Assistant I class.

EXAMPLES OF DUTIES - *Duties may include, but are not limited to, the following:*
Provide direct support services to the public as an information source on City policies and procedures including City sponsored programs and activities.

Register participants in City sponsored programs; calculate, collect, and process fees and charges.

Maintain appropriate financial records relative to assigned area of responsibility.

Maintain agency funds accounts as assigned including the opening and closing of accounts, balancing, and preparation of refunds.

Respond to complaints and requests for information on regulations, procedures and policies; refer the more complex situations that may arise as appropriate.

Provide specialized office support and coordinative services in support of assigned departmental functions and/or programs.

Prepare and submit data and information for input into computerized systems.

Maintain appropriate records and logs for assigned program area.

Create computerized spreadsheets and input data into computerized system.

Compile statistics and prepare monthly reports.

Assist department staff in special projects including the gathering and tabulating of data for inclusion in reports.

Participate and assist in the administrative operations of the departmental/division to which assigned including the processing of purchasing requisitions, maintaining adequate supply levels, receipt and expenditure records, and maintaining appropriate files and records as assigned.

Type a variety of written materials from rough draft or verbal instructions.

Operate word processing and/or data processing equipment as assigned.

Perform other related duties as assigned.

QUALIFICATIONS

Knowledge of:

Use of correct English language, spelling, punctuation, grammar, and vocabulary.

Modern office methods, procedures, office software and office equipment.

Filing and record keeping systems.

Fundamental principles of bookkeeping and record keeping, including basic mathematical principles.

Proper methods and procedures used in handling cash and checks.

Skill/Ability to:

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Perform responsible and specialized office support work involving the use of independent judgment.

Establish and maintain effective, harmonious working relationships with City staff, the general public, and anyone related to city work.

Communicate effectively, orally and in writing.

Follow oral and written instructions.

Interpret and apply the operating rules and procedures of assigned department/division.

Type at a rate of 40 words per minute.

Operate and use modern office equipment, including a ten-key adding machine or calculator and a variety of software programs such as Word, Excel, Windows, Powerpoint and other office programs and related equipment.

Perform routine mathematical computations and calculate fees.

Compile and maintain a variety of records and files.

EDUCATION AND EXPERIENCE

Public Services Assistant I: One year of full-time clerical or office support experience which included dealing with the public and record keeping duties.

Public Services Assistant II: Two years of experience performing responsible and specialized clerical/office support work involving heavy public contact at a level equivalent to the City of Milpitas' class of Public Services Assistant I.

LICENSE OR CERTIFICATE:

Specified positions may require possession of a valid California driver license.

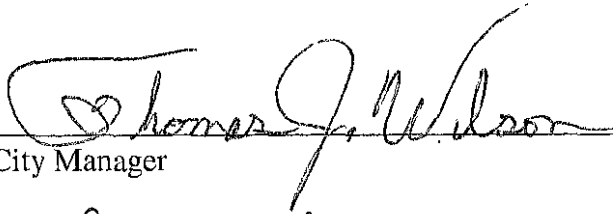
Certification in the following areas is required within six months of appointment and must be kept current throughout employment:

- American Red Cross First Aid
- American Red Cross CPR

SPECIAL REQUIREMENTS *Essential duties requires the following physical abilities and work environment:*

General office environment; sit and/or stand for long periods of time, repetitive keyboarding; reach, squat, lift, and carry up to 15 pounds; some assignments may require an evening and weekend work schedule.

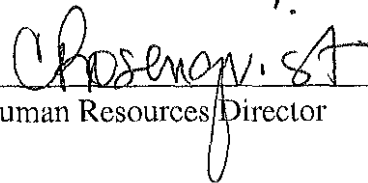
Approved by:



City Manager

Date

9-23-04



Human Resources Director