

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Division Office Assistant	Job Code: 1015
Date: January 14, 1997	EEOC Code: OC
FLSA Designation: Non-exempt	Civil Service Status: Covered

DEFINITION: This is secretarial/clerical work in a major division (bureau) requiring the application of general secretarial/clerical skills and a comprehensive knowledge of operations in direct support of and assistance to the manager.

CLASSIFICATION STANDARDS: Positions allocated to this classification are responsible to a designated manager and perform assigned tasks of a comprehensive nature under general supervision. Work is distinguished from that of lower level secretarial classes by its more comprehensive nature involving the application of a broader scope of secretarial/clerical skills to the programs and services of the division (bureau). Work is distinguished from that of the Executive Secretary classification by its lack of department-wide responsibilities.

ESSENTIAL DUTIES:

Performs secretarial, clerical and related incidental and specialized duties; compiles information and figures for special reports, edits and submits same for review; acts as intermediary between managers and the public.

Types correspondence, reports, forms and other documents; edits and may originate correspondence for review; takes shorthand notes at meetings or from oral dictation and transcribes those notes; designs work unit forms for review.

Uses a computer terminal to enter and retrieve data in several different formats. May operate radio transmitters.

Makes copies; operates and may maintain various office machines; maintains appointment schedules. Receives work from various sources and reviews or processes it for administrative use.

Maintains work unit filing and records systems; insures information on assigned programs is available on request.

May train, evaluate and supervise secretarial/clerical staff as necessary.

May assist in formulating, preparing and monitoring division (bureau) budget and expenditures requiring bookkeeping and general routine accounting work.

Assists other staff members as needed, and performs other related duties as required.

MINIMUM REQUIREMENTS: High school diploma or its equivalent and three and one-half (3.5) years of office secretarial/clerical experience; or an equivalent combination of job-related education and experience [substituting each one year of post-secondary education/training for six months of experience].

Experience in the use of word processors, automated office production equipment, computer.

terminal data entry, retrieval, spread sheets, and 10-key calculators may be required.

License(s). A valid, current drivers license may be required for some positions.lasses.

SELECTION FACTORS:

Knowledge of:

- administrative and clerical support functions including the operation of standard office machines and equipment.
- basic English composition, spelling and grammar.
- the operations performed and purposes served by the division and department wherein the position lies.
- applicable budgetary and accounting processes.
- related laws, codes, rules and regulations governing the functions of the position.
- policies and procedures established for the work system.

Ability to:

- follow oral and written instructions.
- type accurately and/or take and transcribe shorthand notes.
- understand and follow oral and written instructions.
- handle routine mathematical calculations quickly and accurately.
- work with speed and accuracy in a courteous manner when dealing with the public.
- deal with the public in a pleasant, courteous, and calm manner in all circumstances.
- communicate effectively both orally and in writing.
- develop and maintain effective working relationships with the public, coworkers, and superiors.

TOOLS AND EQUIPMENT USED: Computer terminals, typewriter, 10-key calculator, copy machine, telephone, and other office equipment as necessary.

PHYSICAL DEMANDS: Must assume seated position at computer or desk for extended periods of time.

ENVIRONMENTAL FACTORS: Work location is inside with little or no occupational hazards present. May, however, include exposure to high-stress situations or environments, including contact with the public in confrontational or uncomfortable circumstances.

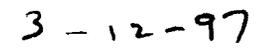


Department Director


Date



Mayor/Chief Administrative Officer


Date

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. This class specification supersedes earlier versions. Management reserves the right to add or change duties at any time as needed without notice.