

CITY OF FONTANA OFFICE ASSISTANT

DEFINITION: Under immediate supervision from higher level staff, perform a wide variety of routine clerical duties in support of an assigned department.

ESSENTIAL FUNCTIONS: The employee must have the ability to:

- Type and proofread a variety of documents including general correspondence, agendas, reports, memos and statistical charts from rough draft, verbal instructions.
- Perform a wide variety of routine clerical work including filing, billing, checking, and recording information on records.
- Sort and file documents and records, maintaining alphabetical, index, and cross-reference files.
- Copy, scan, fax and distribute documents
- Receive, sort, and distribute incoming and outgoing correspondence.
- Act as a receptionist: receive inquiries or patrons in-person, by email, or on the telephone; provide general information on departmental and City policies and procedures as required; and refer calls to appropriate personnel.
- Write in correct English
- Operate a variety of office equipment including a computer; input and retrieve data and text.
- Communicate clearly and concisely, both orally and in writing;
- Establish and maintain cooperative working relationships with those contacted throughout the course of employment;
- Maintain prompt and regular attendance;
- Other duties as assigned;
- This position is always evolving. Therefore, employer reserves the right to modify this job description as necessary.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision when preparing and reading written reports and other work related documents. Acute hearing is also required when providing phone and counter assistance.

EXPERIENCE AND TRAINING GUIDELINES

A combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The employee must have the knowledge of:

- English usage, spelling, grammar, and punctuation.
- Fundamentals to effectively communicate standard information.
- Principles and procedures of record keeping.
- Office methods, procedures, and practices.

Ability to:

- Learn to operate a variety of modern office machines.
- Use standard word processing and related computer software programs.
- Perform basic arithmetic functions.
- Learn and correctly interpret and apply the policies and procedures of the program or function to which assigned.
- Learn office methods, rules and policies including receptionist techniques.
- Perform routine clerical work.
- Type at a speed necessary for successful job performance.
- Work courteously with the general public, staff, and diverse community on the telephone, electronic communication devices or in-person.
- Understand and carry out oral and written instructions.

Experience: At least six (6) months of general clerical support experience, preferably involving some public contact work experience.

Education: Equivalent to the completion of the twelfth grade. Additional specialized clerical training is desirable.