



MARIN MUNICIPAL WATER DISTRICT

Office Assistant II

DEFINITION

Under general supervision, performs a variety of clerical and office support work as required.

DISTINGUISHING CHARACTERISTICS

Incumbents in this class function within a framework of established procedures and perform a variety of clerical and office support duties in a customer facing business office setting with occasional instruction and assistance. Adequate performance at this level requires knowledge of department procedures and precedents and ability to choose among a limited number of alternatives in solving routine problems.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to the following. Depending upon assignment, employees may not perform each of the listed duties.

- Resolves and/or initiates routine requests for information from the public in person, by phone, fax, or email; adheres to department procedures/guidelines
- Receives and screens telephone calls, takes messages, greets and directs visitors to appropriate staff;
- May receive and process customer payments in person and by mail, prepare receipts as required; enter payment information into the customer billing system.
- Compiles and assembles information from a variety of sources to complete forms or prepare reports; checks and tabulates statistical and accounting data; updates system of record
- Types a variety of correspondence, forms, and specialized documents from drafts, notes, verbal instructions, and dictated tapes; proofs and checks work for accuracy, completeness, and compliance with established procedures;
- Fulfill complex printing, binding, mail and scanning requests
- Enters and retrieves data from computer and manual file systems; ensures proper documentation, coding and input of information; prints data; attaches materials, and distributes as appropriate;
- Operates a variety of office equipment including high speed copiers, fax machines, printers, cash registers, calculators, networked computers; performs minor maintenance such as cleaning, making minor adjustments, and changing paper, toner and cartridges;
- Receives, screens, sorts and delivers mail including packages, supplies, and other materials; collects, processes and meters outgoing mail and special packages;
- Schedules, arranges, and prepares for meetings and conferences; prepares, types, and distributes agendas; takes and prepares meeting minutes;
- Maintains and updates manual and computer logs, files, and records;
- Maintains inventory of office and paper supplies; receives and replenishes stock.
- Performs other duties as assigned.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Networked personal computer operation and office software applications;
- English usage, spelling, grammar, punctuation, and business writing practices;
- Modern office practices, procedures and equipment;
- Basic safety practices, procedures, and regulations;
- Numerical calculations and basic arithmetic functions.

Ability to:

- Perform detailed clerical work independently with speed and accuracy;
- Effectively and tactfully correspond with the public, in person, by telephone or email.
- Learn, interpret and apply pertinent subject matter, procedures, precedents and policies;
- Type or enter data at a speed necessary for successful job performance;
- Use good judgment in choosing among available alternatives, recognizing scope of authority, seeking assistance, and making referrals;
- Effectively use word processing, spreadsheet, and other software necessary to perform assigned functions;
- Operate and make minor adjustments to a variety of office equipment and machines;
- Compile and enter statistical and other data accurately into appropriate forms, reports and documents;
- Understand and carry out written and oral instructions within tight time constraints ;
- Drive a vehicle depending upon job assignment
- Establish and maintain effective working relationships with those encountered in the course of work;
- Follow applicable safety rules and regulations

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Completion of the twelfth grade or its equivalent;
- Two years of related clerical experience.

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 “all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.”

LICENSES AND/OR CERTIFICATIONS

- Possession of or the ability to obtain an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will need the mobility to work in a standard office setting, use standard office equipment such as a personal computer, word processing and data base software, calculator, a copy and/or fax machine; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time; operate office equipment requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses repetitive hand movement, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages weighing up to 10 to 25 pounds.

In order to drive, individuals must be physically capable of operating the vehicles and equipment safely.

The noise level in the work environment is quiet to moderate noise. Position may require the ability to work overtime and weekends as needed.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: May 1978
Revised: August 2018
Approved by: Human Resources Manager