

**OFFICE ASSISTANT II**

**DEFINITION**

To receive and refer telephone calls; to greet the public in person at the Information Counter and assist with a wide variety of questions and concerns and direct to the appropriate Department; maintain the Administration Department's centralized filing system, and perform typing and clerical duties for members of the Administration Department.

**DISTINGUISHING CHARACTERISTICS**

Serves as the Staff Liaison to the Heritage & Arts Commission, coordinator of the Town Hall Safety Program, and administers the Town's Business License Program.

**SUPERVISION RECEIVED**

General Supervision is received by the Administration/Finance Assistant.

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS AND DUTIES**

- Receiving and forwarding all incoming calls to Town's main phone line to appropriate department personnel. Maintain an extensive file of community resources to assist with the public calls and questions.
- Greet the general public, answer questions, handle inquiries and refer public to the appropriate Town departments.
- Sort and distribute all incoming mail. Maintain postage meter and take outgoing mail to Post Office at the end of each day.
- Maintain the Administration Department's general files, including creating new files when indicated, coding and filing. Create and maintain files for Town Attorney.
- Serve as the Town Hall Safety Coordinator; hold quarterly meetings, produce and post meeting minutes' maintain MSDS binders and the CalOSHA log for signature of Medical Supply Vendors.
- Administer the annual Mar West parking permit program.
- Administer the Town's Business License program; maintains all such records, enforces the program rules and regulations, and handles all inquiries.
- Serve as Staff liaison to Heritage & Arts Commission; prepare agendas; take, and transcribe minutes. Provide support for projects undertaken by the Commission.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Ability to:**

- Type with speed and accuracy at the rate of 50 words per minute. Ability to use Microsoft Word for word processing purposes.
- Meet and work effectively with people, in a pleasant manner, by telephone or in person. Work cooperatively with other departments and outside agencies.
- Communicate effectively; compose routine correspondence, resolutions and proclamations.
- Work independently in the absence of supervision.
- Understand and carry out directions.

**Knowledge of:**

Organization, operations and procedures of the Town departments which are to be served.

English usage, spelling, grammar and punctuation, modern office methods, procedures and equipment, and business letter writing.

**EXPERIENCE AND EDUCATION**

Any combination of experience and education that provides the required abilities to satisfactorily perform the duties and responsibilities of the job. Graduation from high school or equivalent, and one year of related full-time office clerical experience.