

California Fire & Rescue Training Authority

POLICY HANDBOOK

POLICY TITLE: Office Assistant
POLICY NUMBER: 2323

Issue Date: 11/4/2009
Revised:

2323.1 Under the direction of the Business Manager and with a minimum of supervision:

- (a) Receives and processes mail and payments from students;
- (b) Performs receptionist duties, including answering telephone and personally answering inquiries or directing callers to staff qualified to provide answers;
- (c) Provides information and assistance to students regarding their accounts;
- (d) Provides information and assistance to JPA Management and Instructional personnel regarding student account information;
- (e) Prepares, from rough draft or copies, miscellaneous documents including correspondence, purchase orders, checks, etc.;
- (f) Prepares documents for mailing or courier delivery, including envelope stuffing, addressing and postage;
- (g) Composes correspondence as directed;
- (h) Routine clerical work, including filing, classifying and indexing records, copying, etc.;
- (i) Processes payroll reports as directed;
- (j) Researches student account and/or application problems as directed;
- (k) Provides relief for Finance Secretary and Office Technician.

2323.2 QUALIFICATIONS:

2323.2.1 AGE:

Must be at least eighteen (18) years of age.

2323.2.2 EXPERIENCE:

One year of clerical experience, involving frequent public contact, which has provided an opportunity to develop the required skills, knowledge and abilities necessary to fulfill the job duties of this position.

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2323.2.3 EDUCATION:

High school diploma with business emphasis, or the equivalency thereof.

2323.2.4 KNOWLEDGE OF:

Basic math

Accounting principles

2323.2.5 ABILITY TO:

Accurately type at a minimum speed of 40 words per minute.

Proficiently operate 10-key adding machine.

Proficiently use, or quickly learn, Microsoft Office software.

2323.2.6 Valid California driver license and satisfactory driving record.

2323.3 Basic Work Hours: 8:00 AM to 4:00 PM, Monday through Thursday, and Fridays as needed.

2323.4 Hourly Compensation Range: \$10 to \$14 per hour

2323.5 Essential Job Duties:

2323.5.1 Task: Typing correspondence, certificates, forms, etc.; operates adding machine, FAX machine, computer, cash register, postage machine, mail opening machine, stapler, copier machine, hole punch, document binding machine.

Physical Demand: Sitting; standing; twisting; close vision; occasionally lifting up to 25 lbs.; use of hands to finger, handle, or feel objects, tools or controls.

2323.5.2 Task: Assistance of, and face-to-face interaction with students, vendors, contractors, consultants, etc., in office and by telephone.

Physical Demand: Sitting; standing; walking; kneeling; stooping; bending; squatting; close vision; speaking; hearing; use of hands to write, type and use telephone.

2323.5.3 Task: Mail pickup and delivery, and general courier services.

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Physical Demand: Sitting; standing; walking; close and distance vision; speaking; hearing; use of hands to finger, handle, or feel objects, tools or controls; driving vehicle.

2323.5.4 Task: Assists accounting staff in processing payables and receivables, as directed.

Physical Demand: Sitting; close vision; use of hands to finger, handle, or feel objects, tools or controls.

2323.5.5 Task: Filing.

Physical Demand: Sitting; standing; walking; lifting, pushing, pulling and carrying (up to 25 lbs.); kneeling; stooping; bending; squatting; close vision; use of hands to finger, handle, or feel objects, tools or controls.

2323.6 Marginal Job Duties:

2323.6.1 Task: Routine and minor maintenance of office machines.

Physical Demand: Sitting; standing; walking; lifting, pushing, pulling and carrying (up to 25 lbs.); kneeling; stooping; bending; squatting; close vision; use of hands to finger, handle, or feel objects, tools or controls.

2323.6.2 Task: Maintenance of interior office plants.

Physical Demand: Sitting; standing; walking; lifting, pushing, pulling and carrying (up to 25 lbs.); kneeling; stooping; bending; squatting; close vision; use of hands to finger, handle, or feel objects, tools or controls.

2323.7 Environmental Demands:

2323.7.1 Outside: Seldom works outside in a variety of weather conditions ranging from snow to +100° F.

2323.7.2 Inside: Almost always works indoors in temperature-controlled environment.

2323.7.3 Fumes/Gases: Exposure to various colognes/perfumes, fumes from printing cartridges and dust from stored supplies.

2323.7.4 Noise/Vibration: Office machines.

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2323.8 Mental Requirements:

- 2323.8.1 Reading: Reads letters, reports, memos, messages, complex financial documents, and operating manuals for office equipment.
- 2323.8.2 Writing: Writes reports, letters, memos, messages; fills out forms and documents.
- 2323.8.3 Math: Ability to perform basic math calculations. Ability to apply concepts such as fractions and percentages to practical situations.
- 2323.8.4 Attention to Detail: High level concentration and attention to detail for extended periods of time required to produce reports, correspondence, and documents.
- 2323.8.5 Repetition: Routine daily work practices, including keyboarding and operation of other office machines, filing, etc.
- 2323.8.6 Judgment: Ability to work independently, prioritize work and make decisions regarding correct formatting of work and implementation of same. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to work face-to-face with others and formulate appropriate instructions to achieve desired goals.
- 2323.8.7 Social Skills: Ability to relate cooperatively with members of the public, and JPA personnel.
- 2323.8.8 Communication Skills: Ability to quickly organize and communicate thoughts orally and written. Ability to understand communications from others.