

**9005**  
**OFFICE ASSISTANT 1**

**Nature of Work**

Under direct supervision, performs entry level work in a limited number of routine clerical tasks within prescribed procedures and guidelines, including receiving calls in a state agency, health department or facility. Performs related work as required.

**Distinguishing Characteristics**

Performs routine clerical tasks as a predominant portion of the job. Tasks may include, but are not limited to, sorting and filing documents, typing routine forms and labels, sorting and distributing mail, receiving calls for staff and/or residents, conveying information, taking messages and keeping logs of incoming and outgoing calls. May perform routine data entry. At this level, the predominant tasks are of a routine nature with well-structured directives for completing the work. Information conveyed is of a general nature requiring no extensive interpretation of rules, regulation, or policies. Work is learned through repetition and requires the ability to learn the steps in the series of related tasks, which are typically part of a broader work function. Work is reviewed for completeness and accuracy. Contacts are typically informational; position is limited in authority for independent action.

**Examples of Work**

Sorts and files documents numerically, alphabetically or according to other predetermined classification criteria; retrieves material from files upon request.

Types routine correspondence, forms, and labels.

Operates basic computer software and office equipment.

Answers telephone; takes messages; routes calls; answers general information questions.

Receives, sorts and distributes incoming and outgoing mail.

Inventories, stocks and distributes office supplies.

Counts, collates, codes, sorts, staples and inserts forms in envelopes.

Enters information into spreadsheets and databases for record-keeping purposes.

**Knowledge, Skills and Abilities**

Knowledge of office procedures and methods.

Knowledge of business English, spelling and mathematics.

Ability to operate the common types of office equipment incidental to the job.

Knowledge of basic computer software.

Knowledge of conventional filing systems.

Ability to maintain routine clerical records.

Ability to understand and follow oral and written instructions.

Ability to maintain effective working relationships with employees and the public.

**Minimum Qualifications**

**Training:** Graduation from a standard high school or equivalent.

Established: 10/16/1990

Revised: 12/01/1991; 01/30/1992; 07/23/2018

Effective: 07/23/2018