OFFICE SYSTEMS ASSISTANT

NATURE OF WORK

This is general clerical, data entry and office support work involving the skilled operation of a computer and usage of various software and database programs and/or other assigned modern office equipment.

Work of this class involves the performance of a variety of routine clerical, data entry and office support activities. Work involves acquiring and utilizing technical knowledge and skill necessary for producing drafts and final copies of business correspondence, reports, documents and memoranda utilizing a computer, typewriter, or other applicable office equipment. Work may also involve the input and retrieval of standard alpha numeric data. Work includes the receipt and disposition of calls, office visitors and mail and involves the maintenance of records and office files.

Instructions and assignments are received from a supervisor; however, routine work is generally completed independently following established office procedures. Employees in this position are expected to be able to perform any and all work tasks and comply with any work schedules or attendance or duty requirements which may be established by City rules or applicable union contracts. Work is reviewed through conferences, observation and the evaluation of completed work.

ILLUSTRATIVE EXAMPLES OF WORK

Prepares drafts and final copies of business correspondence, reports, documents and memoranda utilizing a typewriter and/or computer with word processing and spreadsheet software, as well as HRIS and various databases programs.

Performs routine data entry and retrieval activities using a computer and other assigned modern office equipment.

Receives and screens telephone calls and office visitors and provides routine information on operational policies and procedures; refers the more difficult inquiries to an administrative supervisor.

May record and transcribe oral dictation using a tape recorder, type-writer and/or form of computerized word processing equipment.

Assists with the compilation, tabulation and summary of data from files and other sources for the composition and preparation of routine memoranda, correspondence and reports.

Assists with the receipt and disposition of incoming mail; prepares letters, packages, printed matter and other materials for distribution.

Maintains routine office files of correspondence, forms, records and reports; assists in performing a variety of administrative support activities.

Maintains routine fiscal records and assists in the preparation of payroll data in accordance with established procedures.

Performs related work as assigned.
**DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of basic arithmetic and business English, including correct punctuation, spelling and grammar.

Some knowledge of office practices and procedures, including the operation of assigned office equipment in a modern office environment.

Some knowledge of appropriate formats for business correspondence, reports, documents and memoranda processed by the organizational unit.

Skill in the operation and use of a computer, word processing and spreadsheet software, typewriter, database programs and assigned modern office equipment.

Ability to maintain routine office files and related records and to assist in the preparation of reports from records and other source data.

Ability to learn the proper and efficient operation of a variety of assigned modern office equipment.

Ability to input and retrieve computer data.

Ability to type rapidly and accurately from handwritten copy and tape recordings to produce accurate drafts and final copies of required work.

Ability to make basic arithmetical computations with speed and accuracy.

Ability to understand and follow oral and written instructions.

Ability to establish and maintain effective working relationships with employees, other agencies and the public, as necessitated by the work.

**DESIRABLE TRAINING AND EXPERIENCE**

High school graduate or GED equivalency.

Some clerical experience in typing and the operation of modern office equipment.

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