

1811-OFFICE SUPPORT ASSISTANT

Concept of Class: First-level office positions. Limited discretionary authority and independent responsibility for specific office services occurring within an office. Perform basic problem solving that requires primarily compiling, grouping and arranging data (e.g., filing, reviewing class lists and answering basic questions).

Qualifications: High School Diploma/GED and one year general office/clerical experience. Training/education may substitute for some of the experience. Requires knowledge and/or demonstrated ability needed to perform general office tasks. Specific knowledge/skills may be required.

Typical Tasks: (These examples do not include all possible tasks in this classification and do not limit the assignment of tasks in any position of this classification.)

Communicate with customers/employees to obtain and provide information. Give directions, route calls, obtain records and/or documents, and take messages. Receive deliveries and sign in registrations.

Sort and distribute departmental mail. Copy and fax documents.

Schedule and set up simple events (e.g., recurring staff meetings, individual appointments).

Provide data entry. Assign and complete records.

File documents.

Type and proofread letters and forms that require basic spelling, grammar and punctuation. Complete forms requiring standard information.