



City of Pacific Grove
Established Date: 12/18/2013

OFFICE ASSISTANT

SUMMARY: Under basic supervision, performs clerical, technical, and office support duties; coordinates and oversees special program and project activities; collects fees, updates records and computer database; provides information and assistance to citizens.

ESSENTIAL FUNCTIONS: -- *As defined under the Americans with Disabilities Act, essential functions may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Performs clerical, technical, and administrative duties, including special projects, coordinating special program activities, collecting fees, data entry, record keeping, records research, and preparing and processing documents; performs duties in accordance with City policy and procedures, and within scope of authority; duties may vary according to job assignment and work skills.
- Uses knowledge of City policies and procedures to assist work group with special projects, special events, administrative support, technical assignments, and office support functions.
- Uses training and experience in area of assignment to review and process case files, applications, special government forms, and technical documents,
- Provides information, instructions, and assistance to the public and others having business with the City; assists citizens with requests, applications, government forms, and other documents; answers questions and resolves issues within scope of authority and training.
- Collects statistical data and compiles data for reports; receives and sends information to and from other agencies; maintains records and files.
- Researches and updates files; locates information for clients, staff, and others as authorized.
- Prepares correspondence; compiles and distributes information packets, and other communications.
- Receives and tracks payments for City services.
- Responds to and resolves within scope of authority citizen service issues in a courteous and respectful manner; resolves computer record errors and citizen requests within scope of authority.
- Supports the relationship between the City and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High School Diploma or GED equivalent; AND two years of clerical and computer experience, OR an equivalent combination of education, training, and experience.

Knowledge of:

- General municipal policies and procedures.
- Policies, rules and regulations covering specific areas of assignment.
- Operations, services, and activities performed by assigned department.
- Methods and techniques of researching and compiling data for reports and presentations.

- Customer service principles, protocols and methods.
- Basic principles of record keeping and records management.
- Business computers and standard software applications.

Skill in:

- Interpreting and explaining policies and procedures of assigned department.
- Researching and compiling data for reports and technical documents.
- Dealing tactfully and courteously with the public.
- Following verbal and written instructions and procedures.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License may be required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment.