OFFICE/PROCESSING ASSISTANT

DEFINITION OF WORK

Employees in this class perform entry to journey level office support, data processing, and public contact duties. Work includes serving as receptionist relaying information; scheduling activities; data entry and spreadsheet work; generation of records or reports from a computer; or other records maintenance work. The employee is expected to have a general understanding of the work unit and its services to respond to standardized inquiries; non-routine questions or situations are referred to others. Specific oral and/or written instructions are available to apply to most work situations. Work includes the use of a computer or other office machines. Work is performed under the supervision of the department head or other supervisory levels and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

EXAMPLES OF WORK

Employees in this class answer telephone and greet visitors; handle multiple telephone lines on a switchboard; process requests for assistance; direct calls or visitors to the best sources for information and gives information based on the type of request. Provide customer service to citizens as related to the department's services and programs; may collect and document payments. Process and route daily mail. Receive and log in plans, maps, drawings and records as received and route to appropriate staff; enter information into spreadsheet. Take messages and return phone calls; screen and route documents; order material requested and process billings if appropriate.
Process records and referrals from various clients, departments, and other sources. Provide information for permits or payments. Review, verify, and record various program records; enter data into spreadsheets in prescribed formats; answer questions from departmental staff and the public concerning records; prepare monthly and quarterly reports for departments, managers, and other agencies; and ensure that information provided is complete and correct. Operate scanner to archive records and files. Monitor office security camera screens. Use computer to obtain information for requests; enter data and information in computer for program staff and supervisor; generate various reports for supervisors, program staff, or public requests. Enter correct information onto forms or standardized letters, memoranda, or reports and make adjustments as necessary to fit varying situations. Create records or reports by posting general program activity in an automated system or enter data on established forms, files, and other records. May assist other staff with program and office support functions. Perform related work as required.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from high school or GED and demonstrated possession of knowledge, skills, and abilities gained through at least one year of office assistant, secretarial, or records processing experience; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Working knowledge of office practices and procedures; working knowledge of arithmetic, grammar, spelling, and vocabulary; working knowledge of word-processing, spreadsheets, and other computer applications used in the assigned office; skill in the operation of a computer, scanner, copier, fax machine, typewriter, or other office equipment; ability to process data, information, and other information required by the program and office; ability to communicate effectively in person and by

telephone; ability to be tactful and courteous; ability to follow oral and written instructions and procedures; ability to enter data with accuracy at the speed required of the particular program or position; ability to use automated systems and technology in performing the duties assigned; ability to establish and maintain effective working relationships with the general public and other employees.

SPECIAL REQUIREMENTS

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

PHYSICAL REQUIREMENTS

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling.
Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds.
Must be able to perform coordinated movements such as operating office equipment and keyboarding.
Some tasks require visual perception and discrimination.
Some tasks require oral communications.

Cumberland County
July 2012