

# **SNOHOMISH COUNTY JOB DESCRIPTION**

## **OFFICE ASSISTANT II**

Spec No. 6144

### **BASIC FUNCTION**

To perform a variety of complex office duties.

### **STATEMENT OF ESSENTIAL DUTIES**

1. Assists the general public in person or on the phone by answering questions, taking complaints, explaining services, policies, procedures and schedules; locates information from county records and provides it to the public as requested.
2. Acts as a receptionist (as needed) with emphasis on directing the general public to the appropriate source of information or service.
3. Receives, processes and issues various forms, notices, orders; reviews items for accuracy, completeness, required stamps and signatures; forwards documents to other offices as necessary.
4. Enters data; sets up and maintains files and filing systems; retrieves information and purges files as needed.
5. Prepares correspondence, such as: notices, reports, letters, forms, and documents.
6. Performs duties of subordinate level employees; may act as a lead worker over subordinate level employees.

### **STATEMENT OF OTHER JOB DUTIES**

7. May collect and balance fees; makes change; may prepare bank deposits and remittances.
8. May be required to make county deliveries to other county job sites.
9. Performs related duties as required.
10. For Public Works Road Maintenance only – may act as backup to the Courier and may be required to complete the mail run on a scheduled or unscheduled basis.

### **MINIMUM QUALIFICATIONS**

One (1) year of office experience; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

### **SPECIAL REQUIREMENTS**

Valid Washington State driver's license may be required.

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### KNOWLEDGE AND ABILITIES

Knowledge of:

- standard office practices and procedures
- the rules of grammar, spelling, punctuation and word usage
- basic arithmetic

Ability to:

- assist the public in determining what their needs are
- quickly learn the names, locations and functions of departmental activities
- communicate effectively with people of all ages and from a variety of cultural, economic and ethnic backgrounds
- type accurately
- maintain records and prepare related forms, documents, correspondence and reports
- learn and retain complex procedures, laws and regulations
- clearly explain policies, procedures and schedules
- work with minimum supervision
- follow oral and written instructions
- read, interpret and categorize data rapidly and accurately
- operate standard office equipment
- meet deadlines and cope with interruptions
- make arithmetic calculations
- maintain records and prepare required reports

### SUPERVISION

Employees receive general supervision from a supervisor or an administrative superior as assigned.

### WORKING CONDITIONS

The work is performed in the usual office environment. May be required to lift up to 50 pounds.

When performing as back-up to the Public Works Courier in Road Maintenance: This involves pick up and delivery work with extensive travel to locations throughout the county, where the employee may be exposed to hazards resulting from traffic and inclement weather. May be required to work flexible schedule to provide required services. Loading and unloading a vehicle and moving objects' weighing up to eighty (80) pounds is required. Moving between a county vehicle and mail sites is required.

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Snohomish County is an Equal Employment Opportunity (EEO) employer. Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: Pre-1980

Revised: January 2006, April 2009, September 2016

Previous Spec No. 710701

EEO Category: 6 – Administrative Support

Pay Grade: 305 – Clerical Pay Plan

Workers Comp: 5306 Non-Hazardous