

SNOHOMISH COUNTY JOB DESCRIPTION

OFFICE ASSISTANT III

Spec No. 6145

BASIC FUNCTION

To perform complex office work requiring considerable knowledge of specialized office operations or assist in the supervision of subordinate level employees. Maintains, prepares and processes documents and records requiring a considerable in-depth knowledge of legal and/or regulatory requirements, proper format and content.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Leads employees and provides direct supervision to subordinates as required; assigns daily work and trains subordinates as necessary; reviews work in progress and upon completion to ensure accuracy and compliance with instructions and established procedures; handles day-to-day personnel questions and problems; may relieve the supervisor in his/her absence.
2. Analyzes and resolves technical problems and questions encountered in the work which subordinate level employees cannot answer; receives, investigates and resolves the public's complaints and problems.
3. Develops, recommends and implements procedural changes and systems for use by subordinate level employees in the work unit; may serve as liaison with other departments such as data processing; coordinates work flow within the assigned office.
4. Initiates correspondence related to assigned duties.

STATEMENT OF OTHER JOB DUTIES

5. May perform all the duties of subordinate level employees as required.
6. May oversee the collection and balancing of daily fees.
7. May prepare and distribute required documents, reports and monthly newsletters.
8. Performs related duties as required.

MINIMUM QUALIFICATIONS

Two (2) years of experience covering all phases of related office work; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Accurate typing may be required for some positions. Previous lead experience is preferred. Must pass job related tests.

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KNOWLEDGE AND ABILITIES

Knowledge of:

- standard office practices and procedures and commonly used equipment;
- proper English, spelling, grammar, punctuation and word usage.
- basic mathematical calculations;
- computer and software programs;
- all phases of related office work;
- basic supervision.

Ability to:

- accurately and timely manage a high volume of work;
- observe strict confidentiality regarding all information obtained in course of employment;
- maintain all ethical and professional standards of the office and county;
- produce work product that meets professional standards of quality, neatness, accuracy, and promptness;
- type accurately;
- organize and supervise the work of subordinate employees as required;
- establish and maintain effective work relationships with superiors, peers, subordinates and the general public;
- maintain necessary records, prepare required reports and prepare and distribute monthly newsletter;
- maintain an overview of complex processes;
- effectively train, coordinate and evaluate the work of subordinate employees;
- read, interpret and apply laws, rules, codes and procedures which govern the work unit;
- understand and execute complex oral and written instructions;
- operate standard office equipment including telephones, keyboards, computers and calculators;
- critically analyze and solve work related problems;
- interact with distraught or difficult individuals;
- work independently and calmly under pressure, meet deadlines and cope with interruptions;
- exercise good judgment.

SUPERVISION

Employees receive limited supervision from a supervisor or an administrative superior as assigned. The supervisor establishes objectives, priorities and deadlines. Employees plan and carry out successive steps and resolve problems in accordance with instructions, policies and accepted practices. Employees are responsible for the accuracy of the work produced by their subordinates. The work is evaluated through meetings, status reports and results obtained.

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WORKING CONDITIONS

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

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: June 1977 as Clerk III

Previous Spec No.710702

Revised: January 1986, December 2004, January 2006

EEO Category: 6 – Administrative Support

Pay Grade: 309 – Clerical Pay Plan

Workers Comp: 5306 Non-Hazardous