

STATE OF OREGON – DEPARTMENT OF ADMINISTRATIVE SERVICES
HUMAN RESOURCE SERVICES DIVISION
CLASS SPECIFICATION

Title	Class Number
OFFICE ASSISTANT	0102

CLASS CONCEPT

The OFFICE ASSISTANT performs a variety of routine general office and clerical tasks in direct support of agency programs and operations.

Office Assistants may perform any or all of the following office support functions: type/key and process letters, forms, memos, labels, and other documents, and compose simple responses to routine correspondence; proofread documents for general clarity, punctuation, grammar, spelling, capitalization, and typing errors, and verifying and checking accuracy; answer phones, take messages, route calls, and respond to routine questions about agency services; greet visitors and direct to appropriate location or staff person; operate and maintain common office equipment, such as personal computers, copy machines, scanners, etc.; process mail by opening, date stamping, sorting, and delivering to personnel in department, section, or unit, and pick up outgoing mail; maintain and file documents, records, and reports in proper order based upon established guidelines; compile simple reports and statistics using information immediately available; write receipts and deposit monies received by mail.

DISTINGUISHING FEATURES

This is the entry level of a three level general office and clerical support series. Incumbents perform a variety of simple, repetitive and routine clerical assignments. Work is singularly focused with appropriate concern for related activities. Assignments are performed within well defined and established routines and procedures, and may require basic knowledge of agency operations. Incumbents apply knowledge of basic and commonly used procedures, methods, and techniques associated with routine clerical work to perform routine tasks.

This class is distinguished from higher general office support levels by the close supervision provided initially and the fact that responsibilities are limited to routine clerical assignments. Employees in this class work within clearly-established parameters and are given few opportunities to use independent judgment. Incumbents are expected to seek advice on matters not specifically covered, clearly defined, or easily located in guidelines or instructions.

Employees in this class work under the close supervision of an office supervisor or manager. Once assigned tasks are learned, the employee no longer receives continuous close supervision. Work is reviewed on a regular basis to ensure accuracy, timeliness, and efficiency. Employees use agency manuals and follow written desk procedures to guide them in completing assigned work activities.

Title
Office Assistant

Class Number
0102

MINIMUM QUALIFICATIONS

Completion of courses or training in office technology; OR one (1) year of general clerical experience; OR an equivalent combination of training and experience.

DISTINGUISHING FEATURE FROM SIMILAR SERIES

Public Service Representative Series

The Public Service Representative series aids users of services and facilities of a State agency by providing readily attainable and specialized information and services, explaining and applying rules, policies, procedures, and programs. At higher levels, employees in this class may aid the public in securing a variety of permits and licenses under defined criteria. Employees may perform some clerical duties; however, the main focus of this class series is providing service to the public.

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