



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 492.0

Job Title: **OFFICE ASSISTANT**

Pay Grade: 9

GENERAL SUMMARY:

Assists supervisor(s) in the coordination of office management activities by performing varied clerical tasks and administrative support duties in the assigned division.

RESPONSIBILITIES:

- Answers telephone to screen and distribute calls, takes messages and answers simple questions. Greets and announces visitors. Receives and directs inquiries or comments regarding services.
- Opens, sorts and distributes mail. Handles incoming routine correspondence using standardized responses or formats. Sends faxes, packages and mail.
- Photocopies, collates and distributes correspondence, articles, reports, brochures, policies, procedures, bulletins, etc.
- Types and proofreads correspondence, reports, forms, documents, etc. for accuracy and format. May compose and prepare simple and routine correspondence for supervisor's approval. May maintain correspondence logs.
- Maintains calendar by scheduling meetings and appointments.
- Gathers and prepares materials and information for staff and business meetings and presentations.
- Coordinates meetings by arranging meeting locations, distributing meeting notices, agendas and information, procuring audio/visual equipment, and ensuring proper setup. May prepare meeting minutes.
- Maintains a filing system for correspondence, reports, documents, budget information on section operations, general information on departmental operations, etc.
- Procures necessary supplies and services (e.g. office supplies, telephone change orders, equipment repair and maintenance, office furniture, office forms, etc.)
- May prepare time and attendance for management's signature.
- This job description is not to be construed as all-inclusive. Instead, the job duties listed above are intended to describe the general nature, type and level of work to be performed.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

Certification: May be required to pass a City administered typing test with a typing speed of 60 words per minute with no more than 6 errors.

EXPERIENCE:

One year of clerical or administrative support experience is required.

COMPLEXITY:

Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under close supervision of simple routine duties to ensure completion; or tasks are so highly routine that they may simply require following standardized instructions without continuous direct supervisory observation.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction involves routine information exchange and/or service activity requiring common courtesy; e.g., answering questions, giving directions in response to requests.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves routine information exchange and/or service activity that requires common courtesy; e.g., directing calls and answering questions.

PHYSICAL EFFORT:

The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands; or the ability to make rapid closely coordinated eye/hand movements on a patterned response space within somewhat fine tolerance demands; or the ability to make coordinated eye/hand movements within fine tolerances with large equipment as an extension of the worker.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Office Assistant

Senior Office Assistant

Executive Office Assistant

Effective Date: October 1990

Revised Date: December 2020