



Job Description

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| TITLE: Office Assistant II | JOB CODE: 4903 |
| DEPARTMENT: Juvenile Services | FLSA: Non-Exempt |
| PREPARED: November 2005 | FLSA CLASS: Clerical |
| UPDATED: April 12, 2022 | WORK LOCATION: Farmington, NM |
| REMOTE WORK ELIGIBLE: NO | |

Summary: Under general supervision, performs a variety of clerical office and office assistance support duties to create, store, retrieve and archive files and records; updates computer database as directed, and assures the accuracy of the filing systems.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Provides information and assistance to visitors and others having business with the department; assists customers with applications, forms and other documents; answers phones, routes calls, and takes and delivers messages; responds to requests for information within the span of authority.
- Prepares and processes correspondence, memos and other documents as assigned; copies and compiles records and reports.
- Creates, updates and tracks a variety of files, records, reports, and related documents; maintains file integrity and confidentiality by adhering to department policies and procedures; assures the accuracy of the electronic and paper filing systems.
- Sorts and codes paperwork according to established department guidelines.
- Enters reports, cases, eligibility information and other data into computer system; accesses and locates information for customers, staff, authorized agencies and others.
- Researches files to obtain requested information, insert additional data, and check accuracy.
- Compiles, updates and maintains statistical information, reports and related documents.
- Receives and processes various work orders, applications and enrollments; issues documents and licenses, and collects fees; checks eligibility for department programs; verifies information.
- Schedules, reschedules and reminds clients of appointments; provides advice and assistance to the public within scope of authority.
- Collects, obtains and updates legal documentation; assists customers, County employees and others as required; checks out and logs in official, financial and legal documents; updates and maintains records.
- Provides a variety of clerical and related office assistance duties; prepares correspondence information packets and other communication; processes mail, correspondence and other items; orders and distributes offices supplies; maintains and updates office supply inventory.
- Performs other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of applicable rules and regulations.
- Knowledge of County policies and procedures.
- Knowledge of the principles of file and records management.
- Knowledge of the principles and practices of bookkeeping and accounting.

Job Description

Office Assistant II

- Skill in coordinating calendars, appointments, room assignments and similar activities.
- Skill in researching, compiling and preparing reports and related information.
- Skill in interacting with people of different social, economic and ethnic backgrounds.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in working within deadlines to complete projects and assignments.
- Skill in establishing and maintaining effective working relations with co-workers and other County employees.
- Skill in reading, understanding and applying relevant rules and regulations.
- Skill in following oral and written instructions, policies and procedures.
- Skill in the use of a personal computer and standard business software.
- Skill in communicating effectively, both orally and in writing.

Education and Experience

- High School diploma or GED equivalent and two (2) years of clerical office experience.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling and lifting such as retrieving files, records, and reports.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

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|-------------------------|-------|--------------|-------|
| Employee: | _____ | Date: | _____ |
| Supervisor | _____ | Date: | _____ |
| Department Head: | _____ | Date: | _____ |