



## Job Description

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| <b>TITLE:</b>      | <b>Office Assistant I</b><br>(BHIZ Grant) | <b>JOB CODE:</b> | 4912           |
| <b>DEPARTMENT:</b> | Behavioral Health Services Dept           | <b>FLSA:</b>     | Non-Exempt     |
| <b>PREPARED:</b>   | August 20, 2020                           | <b>LOCATION:</b> | Farmington, NM |
| <b>UPDATED:</b>    | September 15, 2020                        |                  |                |

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**Summary:** Under close supervision, performs a variety of clerical office, receptionist, and office assistance duties to create, store, retrieve and archive files and records; updates computer database as directed, and assures the accuracy of all data entry and the filing systems; provides information and assistance to customers.

**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.*

- Maintains program and project files; researches files and computer databases; assures all administrative actions are in compliance with County policy, procedures and guidelines.
- Performs front desk duties; provides information and assistance to visitors and others having business with the department; assists customers with applications, forms and other documents; answers phones; determines nature of the calls; responds to requests for information; routes calls to appropriate individuals to handle inquiries and complaints; takes and delivers messages.
- Provides a variety of clerical and related office assistance; data entry; prepares correspondence; distributes memoranda, letters, information packets and other communication; makes and distributes copies; picks up and delivers mail; distributes and routes in-coming mail; collects, weighs and arranges for out-going mail pick-up; processes mail, correspondence and other items.
- Collects, obtains and updates legal documentation; works with customers, employees and others as required; checks out and logs in official papers to include financial and legal documents; updates and maintains records.
- Creates, updates and tracks a variety of electronic and paper files, records, reports, rosters, logs and related documents; orders and distributes offices supplies and materials; maintains and updates office supply inventory.
- Researches files to obtain requested information, insert additional data, and check accuracy.
- Responds to questions and inquiries from employees, the public and outside agencies; provides advice and assistance to the public.
- Compiles, updates and maintains statistical information, reports and related documents.
- Performs other related duties as assigned.

### Required Knowledge and Skills:

- Knowledge of applicable rules and regulations.
- Knowledge of County and Department policies and procedures.
- Knowledge of the principles of files and records management.
- Skill in interacting with people of different social, economic and ethnic backgrounds.

**Job Description**

Office Assistant I

**(BHIZ Grant) - Grant funded**

- 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 operating a personal computer utilizing a variety of standard software.

**Education and Experience**

- High School Diploma or GED equivalent and one (1) year of customer service experience.
- One (1) year of clerical experience in a working office environment.
- Keyboarding experience.
- Microsoft Office experience, or other similar software platforms.
- Notary Public preferred
- 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:**

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Department Head:** \_\_\_\_\_ **Date:** \_\_\_\_\_