



## Job Description

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<b>TITLE:</b> Office Assistant I	<b>JOB CODE:</b> 4917
<b>DEPARTMENT:</b> Parks & Facilities (Lower Valley Senior Center)	<b>FLSA:</b> Non-Exempt
<b>PREPARED:</b> June 26, 2023	<b>FLSA CLASS:</b> Clerical
<b>UPDATED:</b>	<b>WORK LOCATION:</b> Fruitland, NM
	<b>REMOTE WORK ELIGIBLE:</b> NO

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**Summary:** Under close supervision of the Senior Services Manager, 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 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.*

- Perform front desk duties; provide information and assistance to visitors and others having business with the department; assist customers with applications, forms, and other documents; answer phones; determine nature of the calls; respond to requests for information; route calls to appropriate individuals to handle inquiries and complaints; take and deliver messages.
- Create, update and track a variety of electronic and paper files, records, reports, rosters, logs and related documents; order and distribute offices supplies and materials; maintain and update office supply inventory.
- Conduct briefings with Seniors wishing to take advantage of services offered by Senior Centers to explain programs offered and requirements.
- Research files to obtain requested information, insert additional data and check for accuracy.
- Conduct interviews in Senior Citizens homes to accurately fill out state required assessments.
- Correspond with clients both through written and verbal communication to include but not limited to nutritional education, nutritional programs, and other senior citizens programs.
- Fill in as needed for cooks and drivers.
- Maintain accurate daily rosters for Seniors accessing congregate meals.
- Assist in gathering information for regular reports to the State and Federal Government.
- Perform other related job 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.
- Knowledge of customer service principles, practices, and techniques.
- Skill in interacting with people of different social, economic, and ethnic backgrounds.
- Knowledge of customer service principles, practices and techniques.
- 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.
- Skill in effectively communicating both orally and in writing.

**Job Description**

Office Assistant I – Sr. Center

- Skill in following verbal and written instructions.
- Skill in working independently or as a team member.
- Skill in establishing and maintaining effective working relations with co-workers and other County employees.

**Education and Experience:**

- High school diploma or GED equivalent and one (1) of clerical experience.
- Customer service experience, 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:**

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**Date:**

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**Supervisor**

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**Date:**

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**Department Head:**

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**Date:**

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