

LIVINGSTON COUNTY JOB DESCRIPTION

OFFICE ASSISTANT

Supervised By: Assigned supervisory or department head

Supervises: No supervisory responsibility

FLSA Status: Non-Exempt

Position Summary:

Under the supervision of an assigned supervisor or department head is responsible for performing receptionist duties, providing customer assistance, and providing clerical, recordkeeping and bookkeeping functions for an assigned department.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Performs receptionist duties, such as greeting and assisting customers, answering and directing phone calls, taking messages, and maintaining related information.
2. Performs basic office duties, such as copying, filing, word processing standard documents, preparing basic spreadsheets, sorting, filing and maintaining departmental files and entering data into data bases.
3. May schedule workload, actively communicate with field or other personnel and maintain related scheduling, work order and customer services information and databases.
4. Reviews a variety of reports and documents for accuracy ensuring proper signatures, budget codes, discounts, deductions, payments, totals, disbursements, and related information.
5. Provides customer assistance to citizens regarding department operations, programs, and services following prescribed processes and procedures.
6. May engage in rudimentary bookkeeping activities such as posting, reconciling statements, balancing amounts, tracking and assembling payroll information, maintaining a cash drawer or other similar activities.
7. May disburse funds through defined processes and requisitions, maintain office supplies and office equipment and keep inventory records.

8. Interacts with other departments, governmental agencies, service providers, professionals and others to exchange and record information, process required forms and reports and submit or receive correspondence.
9. Required to learn specialized software to perform the specific duties of the assigned department. Must be proficient in Microsoft Suite applications including word processing, spreadsheet and data base functions.
10. Performs other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- High school diploma or GED and two years of experience in providing clerical and administrative support.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Knowledge of general office procedures, maintaining files and records and basic math skills.
- Skill in effectively communicating assigned areas of responsibility orally and in writing.
- Good skills in proofreading, performing basic arithmetic calculations, maintaining accounts and records and following established procedural systems.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Skill in the use of office equipment and technology, including Microsoft Suite applications and the ability to master particular software programs utilized by the assigned department and new technologies.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.