



## POSITION DESCRIPTION

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<b>TITLE:</b>	<b>Office Assistant</b>	<b>LAST UPDATED:</b>	Oct 2014
<b>DEPARTMENT:</b>	Various	<b>FLSA STATUS:</b>	Non-Exempt

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*FLSA designation cannot be assigned to a job class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designations included on the job description are for general administrative guidelines.*

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### SUMMARY:

Under direct supervision, performs clerical, bookkeeping, and office support duties for an assigned work group; processes files and records, and updates computer database; provides information and assistance to customers.

### PRIMARY DUTIES AND RESPONSIBILITIES:

*Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Performs basic clerical and administrative support duties for assigned work group within scope of authority and training, and in compliance with County policies and quality standards; duties may vary according to job assignment.
- Updates and maintains a variety of electronic and paper files, records, reports, and documents.
- Receives documents, technical records, and applications; checks documents for validity and accuracy of information; files paperwork, and enters data into department computer systems; reports discrepancies to supervisor.
- Provides a variety of clerical and office assistance duties; makes and distributes copies; schedules meetings; processes mail, correspondence, invoices, and other documents.
- Updates statistical information, reports, and technical documents.
- Accesses department files, and locates information for clients, staff, local agencies, and others as authorized.
- Prepares correspondence; compiles and distributes information packets and other communications.
- Provides customer service, information, and assistance to visitors and others having business with County; responds to requests for information within the scope of authority.
- Performs basic bookkeeping functions; collects special fees and payments, and maintains accounts.
- Answers incoming telephone calls, and directs the caller to the correct person or work group, or takes and relays messages as appropriate.
- Orders, receives, and distributes supplies and equipment.
- Cross trains in a wide variety of clerical and office support duties.
- Supports the relationship between the Teton County staff and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and County staff; maintains confidentiality of work-related issues and County information; performs other duties as required or assigned.

### MINIMUM QUALIFICATIONS:

#### Education and Experience:

- High School diploma or GED equivalent; **AND** one year of clerical, administrative support, and computer experience; **OR** equivalent combination of education, training, and experience.

**Required Licenses and Certifications:**

- Must possess a valid Wyoming/Idaho Driver's License and maintain an acceptable driving record.

**Required Knowledge of:**

- County policies and procedures.
- Basic office practices and procedures.
- English usage, spelling, vocabulary, grammar, proofreading, and punctuation.
- Customer service principles, standards, and methods.
- Applicable policies, procedures, and regulations covering specific areas of assignment.
- Basic principles of record keeping and records management.
- Standard and specialized computer software applications and internet technologies.

**Required Skills in:**

- Operating standard office equipment, and business computers with standard software applications.
- Entering information into a computer system with speed and accuracy.
- Making mathematic calculations with speed and accuracy.
- Providing effective customer service, and dealing tactfully and courteously with the public.
- Following verbal and written instructions.
- Establishing and maintaining effective working relationships with co-workers.
- Communicating effectively verbally and in writing.

**Physical Demands/Work Environment:**

- Work is performed in a standard office environment.