

## UNION COUNTY, PENNSYLVANIA CLASSIFICATION SPECIFICATION

**CLASSIFICATION TITLE: CLERICAL/OFFICE ASSISTANT II**

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### PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide routine assistance in clerical activities for an assigned division.

### ESSENTIAL FUNCTIONS

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Answers telephone calls and greets visitors; ascertains nature of business, directs callers/visitors to appropriate personnel, and records/relays messages; initiates and returns calls as necessary.

Performs customer service functions: provides information/assistance regarding departmental services, activities, procedures, forms, fees, or other issues; responds to routine questions, complaints, or requests for service; initiates problem resolution; refers complaints/problems to appropriate personnel.

Collects and receives monies for department fees, fines, or other services; calculates appropriate fees, records transactions, and issues receipts; balances cash drawer; checks information for accuracy; maintains related documentation.

Types, composes, prepares, or completes a variety of correspondence, forms, reports, records, or other documents requiring knowledge of department programs, policies and procedures; researches, compiles, consolidates, and/or tabulates information; incorporates information into requested reports and other prepared materials; proofreads for accuracy and completeness.

Processes incoming/outgoing mail: sorts, organizes, opens, and/or distributes incoming mail; processes outgoing mail.

Maintains inventories of supplies, forms, and equipment; ensures availability of adequate supplies to complete work activities; initiates purchase orders for new or replacement materials; receives/distributes incoming supply shipments.

Maintains file system of division/departmental records; prepares files; sorts/organizes documents to be filed; files documents in designated order; retrieves/replaces files; maintains reference materials such as code books, property records, standard operating procedures, mailing lists or other materials.

Assists department management with routine clerical tasks; makes phone calls; makes copies; receives and sends faxes, etc.

Receives various forms, reports, correspondence, logs, policies, procedures, directories, reference materials, or other documentation; reviews, completes, proofreads, processes, forwards or retains as appropriate.

Communicates with supervisor, County employees, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Operates a personal computer, general office equipment or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

## ADDITIONAL FUNCTIONS

Performs other related duties as required.

## MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by one (1) year(s) of clerical or administrative experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

## PERFORMANCE APTITUDES

**Data Utilization:** Requires the ability to determine, calculate, tabulate, or summarize data/information. Includes performing subsequent actions in relation to these computational operations.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference and descriptive data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

## ADA COMPLIANCE

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

*Union County, Pennsylvania is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*