



OFFICE ASSISTANT 4

Department: Various
Job Class #: 117100
Pay Range: Professional 05

FLSA: Non-Exempt
Represented: Both

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is highly responsible, supervisory administrative support work performed for various departments and offices within Pierce County. Employees in this class are first-line supervisors responsible for the planning and accomplishing of a designated workload and for the quantity and quality of work performed.

SERIES CONCEPT: Office Assistant 4 is the highest level of a four level series. The Office Assistant 4 is distinguished from the Office Assistant 3 classification by the level of autonomy, decision-making, unit supervision responsibilities and by ensuring that work assignments and division functions are carried out after objectives, priorities, and deadlines have been defined.

ESSENTIAL FUNCTIONS:

- Supervise and coordinate activities of assigned subordinate employees. Determine work procedures, prepare work schedules and determine methods for expediting workflow. Issue instructions and oversee work for accuracy, neatness and conformance to procedures and policies.
- Train staff in departmental procedures, processes, and operation and maintenance of office machines and equipment.
- Investigate grievances involving subordinates and recommend resolution; recommend promotional and disciplinary actions; approve leave requests, over time; schedule vacations to assume adequate coverage for assigned work area.
- Conduct performance evaluations and develop performance measures and standards
- Analyze operating procedures to devise most efficient methods of accomplishing work. Analyze data gathered, develop information and consider available solutions. Participate in the analyses, recommendation and implementation of new systems, policies and procedures.
- Consult with management regarding administrative needs; attend management and staff meetings.
- May monitor and control budget; make budget recommendations; authorize departmental purchases.
- Provide information and advice concerning specialized or technical services rendered and related office functions, including response to the most complex and difficult problems and questions raised by the public served or staff.
- Compose correspondence to staff and the public to provide information or in response to questions for routine and non-routine issues; Compose memos informing department staff of policy or procedural changes.
- May prepare training manuals and preside over training classes. May develop and install systems and train personnel in applications.
- Perform duties of a highly confidential nature.
- Communicate effectively, both verbally and in writing, providing responses to concerns, questions, and general information.
- Receive and process forms and applications.
- Examine and evaluate data to determine department's eligibility for, or conformity with, contract agreements or government regulated activities. Perform ongoing monitoring of program compliance. Explain, interpret and apply complex rules and procedures having program impact.

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- Oversee purchasing functions, such as preparing purchase orders and managing inventory.
- Oversee personnel functions, such as processing terminations, new hires, transfers, and payroll/timekeeping.
- Monitor budget expenditures and statistical records. Audit for compliance. Process registrations and provide payment methods for employee training, travel, and lodging arrangements. Prepare employee expense claims and resolve any issues resulting from claims.
- Manage and maintain logs, charts, spreadsheets, related data and files related to the division. Prepare and review complex specialized reports, forms, and other records for clarity, completeness, accuracy and conformance with standard policies and procedures. May conduct research activities
- Take dictation and meeting minutes and transcribe dictated material.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position; work a flexible schedule, which may include evenings, weekends, holidays and overtime.

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: The Office Assistant 4 reports to an administrative superior and work assignments are carried out in accordance with broad objectives. Work is reviewed periodically for compliance with policies, procedures, regulations, legal requirements and degree of conformance with established standards of performance. This position supervises lower level administrative staff.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Office Assistant 3 works in an office environment on a daily basis. Travel to various work sites and/or meeting locations may be required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise. Sheriff's Department position may work within the confined area of a maximum security correctional and detention facility and work may involve exposure to inmate population.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the position. Finger dexterity to operate equipment used in the position, talking, seeing, and hearing. There is some walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the classification as it is currently performed. Ability to travel to attend meetings away from regular work site may be required. May be required to lift and carry up to 40 lbs.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- General office procedures/practices, technical and/or specialized functions, policies and procedures of the county, department, and work unit.
- Spelling, capitalization, punctuation, vocabulary, and rules of grammar.
- Computers and position-related system applications.

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- Technical and varied auditing methods and practices, as required by the position.
- Research techniques and the source and availability of information.

Ability to:

- Independently maintain responsibility for a variety of routine to complex clerical activities. Ability to independently analyze and problem solve.
- Maintain confidentiality of sensitive matters.
- Effectively supervise other employees and assist in the management of smooth office operations.
- Effectively use and operate a personal computer or word processing equipment at an acceptable level of proficiency as required for the position.
- Develop comprehensive recommendations from general written instructions.
- Record and transcribe meeting minutes.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others. Ability to remain neutral in situations where conflict may occur.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY: Four years of progressively responsible clerical experience, which includes one year of supervisory responsibility. Additional education may substitute for the required experience for a maximum of two years.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license may be required when travel is required of the position.

ADDITIONAL SPECIAL REQUIREMENTS FOR THE SHERIFF'S DEPARTMENT: Prior to being hired in the Sheriff's Department, a candidate must successfully complete the Pierce County Sheriff's Department background investigation, which may include a medical physical examination, behavioral assessment and polygraph. *Internal promotional requirements are four years experience as an Office Assistant 3 within the Sheriff's Department.*