



- x Provides documents to official agencies according to established procedures.
- x Assists with coordinating the work of other staff members to assure timely completion of work and to assure that records are complete and accurate; provides training to assigned office personnel as assigned by the position.
- x Communicates with various personnel, departments, outside agencies and community members to exchange information, coordinate activities and resolve issues or concerns; receives and responds to phone calls.
- x Operates a variety of office equipment including a copier, fax machine, computer and assigned software.
- x Monitors inventory levels of office and designated supplies as assigned; orders, receives and maintains appropriate levels of inventory as required.
- x Assists with special projects and tasks related to assigned department and program.

QUALIFICATIONS GUIDE

Knowledge of:

- x Department or program organization, operations, policies and objectives.
- x Telephone techniques and etiquette.
- x Methods, procedures and terminology used in clerical accounting work.
- x Modern office practices, procedures and equipment.
- x Correct English usage, spelling, grammar and punctuation.
- x Current office organization, procedures and practices.
- x Data control procedures and data entry operations.
- x Business letter writing and basic report preparation.
- x Principles and procedures of record keeping.
- x Receptionist and telephone techniques.
- x Interpersonal skills using tact, patience and courtesy.
- x Methods of collecting and organizing data and information.
- x Arithmetic calculations.

Ability to:

- x Perform varied and responsible secretarial and administrative assistant duties to relieve the Director of administrative and clerical detail.
- x Plan, coordinate and organize office activities and coordinate flow of communications and information for the administrator.

