

City of Fort Worth, Texas Job Description

Classification Title	Office Assistant		
Job Code:	CL5120	Job Family:	Clerical
Pay Grade	504	Date Reviewed:	06/15/15
FLSA Status	Nonexempt	Date Revised:	10/07/23

GENERAL SUMMARY

Performs general clerical duties in support of an assigned section/division; responsibilities vary according to section/division and may include distributing and collecting correspondence and other materials, answering phone lines and routing calls, data entry, filing and other related clerical functions.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Answers telephone and email and provides assistance to the general public, city staff and officials. Provides information on departmental and city policies and procedures as required. Schedules appointments as necessary.
2. Provides efficient and courteous customer service to individuals contacted in the course of work; processes or refers questions, complaints and needs as necessary.
3. Collects, processes, and distributes correspondence and other materials within the department.
4. Files documents and reports in an organized manner according to department specifications; organizes files and retrieves departmental or divisional records.
5. Operates a variety of office equipment including telephone, computer, copy machine, fax or other equipment related to duties.
6. Uses computer to prepare routine forms, letters, reports and other data; inputs records; assembles reports, copies, collates and staples documents.
7. Enters a variety of data and information into various computer programs.
8. Provides general clerical support as assigned by staff in assigned department.
9. Orders and maintains supplies for assigned department.
10. Performs routine calculations and monetary transactions.
11. Assists with special department events.
12. Performs related duties as required.
13. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Mail collection and distribution.
 - Basic principles of business letter writing and basic report preparation.
 - Fundamental principles and procedures of record keeping.
 - Operations, services, and activities of assigned department.
 - Department computer software and systems.
 - Policies and procedures of department.
 - Basic mathematical principles.
 - Principles and procedures of filing.
 - Pertinent Federal, State and local laws, codes, and regulations.
 - Modern office procedures, methods, and equipment.
 - Telephone etiquette.
- **Skill in:**
 - Microsoft Office Suite.
 - Multi-tasking.
 - Grammar and proofreading.
 - Organization.
 - Time management.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Interpret and explain department policies and procedures.
 - Type at a speed necessary for successful job performance.
 - Work independently in absence of supervision.
 - Respond to citizen inquiries politely.
 - Operate and use modern office equipment.
 - Perform routine mathematical calculations.
 - Understand and carry out oral and written directions.
 - Establish and maintain effective working relationships.
 - Maintain confidentiality.

MINIMUM JOB REQUIREMENTS

High school diploma/GED and two years of responsible clerical experience.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

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

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.