

NEW CASTLE COUNTY GOVERNMENT

Number 0152

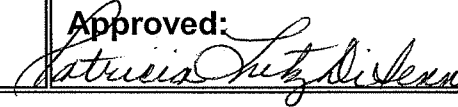
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CLASS SPECIFICATION

Date 05/01/03

Title: SENIOR OFFICE ASSISTANT

Approved:



GENERAL STATEMENT OF DUTIES: Performs varied and independent work in the administration of an office; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for planning and coordinating the daily activities of a section or division. Supervision may be exercised over a number of employees in different classifications. This employee may also be responsible for a specific function in the department on an ongoing basis such as fiscal control or records control in such areas as estate records or trust records. Work is performed under the supervision of a division and/or section manager.

EXAMPLES OF WORK: (Illustrative only)

- Supervises office staff in their daily duties;
- Oversees the operation of a specific section of a department;
- Coordinates all operational procedures with other sections of the department;
- Develops policies and procedures in order to ensure compliance with laws or ordinances binding on the department's operation in that section;
- May perform paraprofessional accounting work to monitor accounting and cash flow;
- Prepares budget estimates and necessary paperwork for amendments;
- Handles complaints or requests from the public concerning information;
- Reviews legal documents for completeness and accuracy and ensures such documents are processed;
- Designs forms for use in internal systems and procedures;
- Plans and assigns work, evaluates progress, and trains subordinates;
- Prepares a wide variety of reports, including a periodic activity report on the operation of the section;
- Oversees records retention schedule for assigned operation;
- Ensures maintenance of comprehensive records either manually or through a data processing system;
- Directs the handling of correspondence and telephone calls, establishing policies and procedures to follow in making assignments;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

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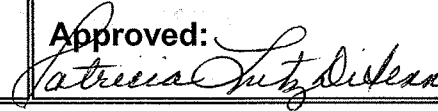
CLASS SPECIFICATION

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Date 05/01/03

Title: SENIOR OFFICE ASSISTANT

Approved:



REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of modern principles and practices of business and office management to include paraprofessional accounting and records management; thorough knowledge of administrative principles; thorough knowledge of laws and regulations relating to departmental activities; ability to plan systems and to establish and administer complex procedures; ability to evaluate problems and draw valid conclusions; ability to establish and maintain effective working relationships with other departments, agencies, and the general public; ability to communicate courteously and effectively, both verbally and in writing; tact and courtesy; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least five years experience in business administration and completion of a standard high school course or GED certificate program and possession of a Bachelor's Degree from a college or university of recognized standing with major course work in business administration or a related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS:

Established: 07/01/87
Revised: 03/20/89
Revised: 02/14/94
Revised: 11/01/98
Revised: 05/01/03