

HOUSING AUTHORITY  
OF THE  
COUNTY OF CONTRA COSTA

Approved:09/14/04

Reviewed: 00/00/00

Revised: 00/00/00

**SENIOR OFFICE ASSISTANT**

**DEFINITION/PURPOSE:**

Provide the most responsible and difficult clerical and receptionist assistance to a supervisor, using judgment consistent with the policies and practices of the unit to which assigned; and provide information and assistance to the public regarding Authority policies and procedures. Provide lead direction to lower level clerical employees of the unit, as assigned.

**DISTINGUISHING CHARACTERISTICS:**

This classification is distinguished from Office Assistant II by the requirement to provide lead direction to other clerical and clerical/administrative employees and/or to undertake the most difficult clerical/administrative assignments. It differs from Secretary in that the latter provides full-time secretarial services and general technical assistance to managerial, professional and technical personnel. This class possesses a significant depth of knowledge concerning unit activities, and Housing Authority programs and services. Interprets existing unit policy in the absence of clearly documented direction. This classification deals with the public or other agencies, so that individual or situational sensitive information dispensed may result in significant action based on that information.

**SUPERVISION AND LEAD DIRECTION RECEIVED AND EXERCISED:**

Operates under the direct general supervision of a program manager or Housing Manager.

The classification exercises no supervision over other Authority employees. The class provides lead direction to Office Assistants and other student and temporary employees, as assigned.

**ESSENTIAL JOB FUNCTIONS:** Duties include, but are not limited to, the following:

- Provide lead direction to clerical/administrative employees by distributing work assignments, providing technical direction in the accomplishment of assigned tasks, and/or undertake the more difficult and sensitive unit clerical/administrative projects, as assigned.
- Answer the telephone, screen and refer phone calls to proper staff or other Authority office, or directly answer inquiries.

- Greet visitors to the office and assist them with general questions and/or direct them to the appropriate person or location.
- Provide initial orientation of new Office Assistants of the unit.
- Provide information on Housing Authority programs and related referral services, where appropriate.
- Interpret existing program regulations and unit policy, and other pertinent materials to applicants, clients, and the general public.
- Undertake special projects as assigned.
- Operate office equipment incidental to the performance of basic duties, including a personal computer.
- Identify and distribute mail, requisition office supplies and forms.
- File a variety of material in alphabetical, numerical, or coded filing systems that involves classification or non-standard materials and cross-referencing for multi-subject documents.
- Pick-up and deliver documents to court. Pick up agency mail.
- Prepare a variety of narrative and statistical reports, correspondence, and other materials from rough drafts, outlines, notes, or dictation, involving selection and refinement of material and establishment of formats in keeping with general instructions.
- Receive and account for monies. Make bank deposits.
- Process a variety of forms and other documents and review for completeness, consistency and validity, including verification of data, requiring a good understanding of the details of agency programs and the ability to identify and resolve non-standard situations. Deal with the most difficult clerical/administrative issues.
- Prepare forms and other documents.
- Maintain good rapport with housing development residents, Section 8 tenants, landlords, and owners, and all housing Authority staff.

#### **OTHER JOB FUNCTIONS:**

- Perform related duties as assigned.

#### **REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:**

Knowledge of – Modern office procedures and Housing Authority programs and services, and agency rules and regulations. Correct use of oral and written English and proper grammar, spelling, punctuation, and composition, as well as good vocabulary. Standard business mathematics and document formats. Filing, indexing, and cross-referencing methods. Operate standard office equipment. Use of personal computers. Authority organizational structure and assignments.

Ability to – Independently compose letters on routine matters for supervisory review and signature. Make simple mathematical computations. Work and make decisions on procedural matters with minimal supervision. Prepare and maintain accurate, concise records and reports. Understand and carry out oral and written instructions. Deal tactfully and courteously with employees and the public. Organize work assignments, distribute work appropriately to others, and follow-up on assignments to assure timely

completion. Type at a speed of no less than forty-five (45) words per minute from manuscript or printed or typewritten copy. Provide information to the general public about Authority programs and activities. Effectively interview clients. Maintain confidentiality. Effectively and sensitively relate to the public and co-workers. Communicate clearly and effectively both orally and in writing. Follow policy and adhere to procedures. Operate a personal computer using various Windows-based applications programs.

Licenses and Certificates – Must possess and maintain an applicable California Driver License and driving record acceptable to the Authority’s insurance carrier.

Physical Abilities and Work Environment – Sit for lengthy periods of time in a standard indoor office environment. Have manual dexterity enabling manipulation of a telephone and operation of keyboard equipment.

Other – Provide proof of US citizenship or, if a non-citizen, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service.

- Will be required to take a pre-employment physical examination.
- Bilingual skills are desirable.
- Be bondable.

## **EXPERIENCE AND EDUCATION GUIDELINES:**

Any combination of experience and education that would be likely to provide the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and abilities would be:

Experience – Three (3) years of full-time office clerical experience requiring extensive public contact and the application of specific program rules..

Education – Graduation from an accredited high school, or possession of an equivalent certificate or diploma recognized by the State of California (e.g. G.E.D.). Possession of an Associates Degree, or two full academic years of training, from an accredited college or university with a major in business administration, social sciences, or related field is desirable.