



OFFICE ASSISTANT 1

Department: Various  
Job Class #: 156000  
Pay Range: General 07

FLSA: Non-exempt  
Represented: Both

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

**GENERAL FUNCTION:** This is basic, routine office support work performed for various departments. Work is performed within well defined procedures and is designed to provide first line customer service to internal and external customers.

**SERIES CONCEPT:** This job series consists of four levels. The Office Assistant 1 is the first level in the series. This job class is distinguished from the Office Assistant 2 by the duties being less varied and more routine.

**ESSENTIAL FUNCTIONS:**

- Greet and direct visitors; receive, transfer or refer inquiries to proper sources; provide information relating to department services in person or on the phone.
- Perform counter work; receive forms and answer questions on routine department processes.
- Perform cashier functions where fees are standard and evaluation of circumstances is not required.
- Collect information regarding inquiries and refers to appropriate person for follow-up.
- Receive and sort mail by addressee or other clearly defined system; distribute mail, office records and supplies; perform messenger service within or between departments.
- Operate standard office machinery that does not require prior training and operation can be learned in short period.
- Set up and maintain departmental files and records both computerized and paper.
- May complete and mail routine form letters.
- Assist in compiling or compile information under direct supervision and guidance; may update directories and other materials from data collected and maintained by the work unit.
- 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.
- Establish and maintain effective working relationships with County officials, employees and the general public.
- 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.

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**SUPERVISION RECEIVED AND EXERCISED:** Work is performed under direct supervision, is checked while in progress and reviewed upon completion by an administrative supervisor. The Office Assistant 1 does not supervise lower level staff and results of work seldom have any impact on beyond the organizational unit or individual for whom services are provided.

**WORK ENVIRONMENT:** The Office Assistant 1 works in an office environment on a daily basis. Travel to various work sites and/or meeting locations may be required. Work is 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 may be required. Work is subject to frequent interruptions and normal office noise. Positions located within the Parks Department may be subject to above average office noise.

**PHYSICAL REQUIREMENTS:** The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties maybe required depending on the department and assignment. In some positions the incumbents may be spending a major part of the workday exchanging information orally and via telephone over a counter. Such positions may require prolonged periods of standing.

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:**

- General office practices and procedures.
- Spelling punctuation and rules of grammar and other formats.
- Basic cashiering methods and practices required by the position.

**Skill in:**

- The use of standard office equipment.

**Ability to:**

- Maintain a courteous attitude toward the public and fellow employee even when under stressful and unpleasant situations.
- Perform assigned clerical tasks readily and adhere to prescribed office routines.
- Use a word processor or personal computer at an acceptable level of proficiency as required by the position.
- File materials alphabetically and numerically.
- Handle cash and provide accurate change.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.

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- 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:** This is general office support work which does not require previous office experience or a specific level of formal education or training. Must be able to type on a personal computer at an acceptable level of proficiency as required by the position.

**Special Note:** Some positions may require possession of, or the ability to obtain a valid Washington State Driver's License. A waiver of this requirement may be given to those employees who are physically unable to operate a motor vehicle, but who are physically capable of riding as a passenger in a standard passenger automobile. Varied shift and/or weekend work may be required based on departmental needs

**SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS:** 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.