Office Assistant (General & Typing)

Essential Task Rating Results

1	Review and analyze correspondence such as email and regular mail and either prepare the response or direct the correspondence to appropriate staff for response.
2	Proofreads/edits materials from hardcopy or electronic format for finalization to ensure documents (e.g., letters, reports, memos, charts) are free from typographical errors (e.g., grammatical, punctuation, spelling errors) utilizing personal computer, reference materials, dictionary, following oral and/or written instruction.
3	Write correspondence (e.g., memo, email) to various individuals requesting or providing work-related information (e.g. status of projects).
4	Format written documents using Microsoft Word or Excel to ensure consistency with departmental policy and other entities (e.g., Correspondence Guide).
5	Respond in writing (e.g., email, memos) to inquires or requests for information to assist in answering questions.
6	Send out information that has been requested by individuals, management and other agencies.
7	Prepare reports by transferring numerical/alphabetical data from one source to another (e.g., transferring computerized data into layman terms) to produce comprehensive information utilizing personal computer or office procedures.
8	Verify accuracy and completeness of information on paper, computer documents and/or records.
9	Key enter and verify data/information from various source documents.
10	Respond to inquiries via telephone (e.g., screen and route calls, and/or take messages) or in person to provide quality information and customer service on procedures and services of the department as directed.
11	Screen telephone calls to elicit information regarding nature of the inquiry, and determine appropriate personnel staff to route call.
12	Summarize information from recorded messages noting party, contact information and nature of phone call to accurately present information to the intended recipient.
13	Respond to request for information by collecting necessary information/data from staff to complete assigned task or work projects.

14	Follow up on requests/correspondence to ensure that replies are prepared and mailed.
15	Provide customer service to staff and/or public by distributing information and/or referring customers to appropriate records/resources utilizing copiers, email, personal computers, reference materials, and/or office procedures, following oral and/or written instruction.
16	Communicate tactfully with frustrated individuals in order to appease individuals or minimize tension in the workplace.
17	Order office supplies as needed or requested by staff utilizing departmental procedures (e.g., inventory log, request forms, office/equipment catalogs) to ensure proper material is acquired for day to day operation.
18	Report office equipment malfunction to appropriate individuals and follow-up to ensure problem is being addressed.
19	Inventory and maintain supplies/equipment to ensure that departments have sufficient supplies and working equipment to ensure that appropriate level of supplies is on hand.
20	Operate various office machines/equipment (e.g., photocopier, fax, personal computer, calculator) to complete assigned duties following oral and/or written instruction.
21	Prepare envelopes/packages for mailing including confidential materials (e.g., copying, addressing, sorting, stuffing, assembling) utilizing copiers and/or sorting techniques/equipment, following oral and/or written instruction.
22	Process external outgoing mail to ensure labeling is accurate for mailing.
23	Process incoming mail including confidential materials (e.g., receive, open, date/time stamp, log, sort) to properly distribute various materials using letter opener, date/time stamp machine and/or sorter, following oral and/or written instruction.
24	Input data and information into spreadsheets using applications (e.g., Microsoft Excel, Lotus).
25	Complete forms (e.g., training requests, travel requests, supply forms) to obtain work related services and/or information.
26	Process incoming forms, records, or other documents to ensure accurate and timely distribution.
27	Greet visitors to the department and refer them to the appropriate location to ensure no disruption occurs to the working environment.

28	Input information from various sources (e.g., documents) into database or spreadsheet software (e.g., Excel) in order to maintain running log of work related information.
29	Input required information into the department database (e.g., Excel, Access, Share Point) submitted by various parties (e.g., staff, clients) to complete assigned tasks ensuring accuracy and completeness.
30	Organize and maintain electronic copies of printed files and folders.
31	File materials (e.g., documents, manual revisions) using various filing systems (e.g., alphabetic, chronological, numeric, subject matter) to organize and maintain documents for future reference utilizing binders, folders, indexes, alpha/numeric sorter, office procedures and/ or electronic databases.
32	Search for files/folders or documents to locate needed or requested information.
33	Search for information that may be misfiled or not maintained in a standardized filing system in order to locate and retrieve requested documents utilizing personal experience, computerized databases and/or filing procedures, following oral and/or written instruction.
34	Organize office database by creating and labeling files, placing subsequent files into appropriate folders using various organizational methods (e.g., alphabetical, semantic, numerical).
35	Create file folders using labels, personal computers, cross reference file, for various documents (e.g., cases, contracts, projects, history, subject, classification, billing) to ensure material is arranged and maintained properly for future reference, as directed.
36	Organize and maintain various filing programs (e.g., specific filing systems, computer logs) to ensure that duplication of data records do not occur.
37	Facilitate the follow-up to any matters/materials that are time sensitive or appear to be falling behind schedule by contacting the appropriate parties to assist in the resolution of any issues that are preventing the completion of the work.
38	Document results of research to supervisor or individual requesting information.
39	Gather information from technical staff, customers, and other individuals in order to provide information for appropriate staff when requested by a supervisor or other staff.
40	Communicate with others in writing to gather information pertinent to complete work assignments.
41	Communicate with others orally to gather information pertinent to complete work assignments.

42	Perform basic arithmetic computations (e.g., addition, subtraction, multiplication, division) to compute/compile basic statistical data, ordering supplies, completing timesheets, utilizing automated office equipment (e.g., calculator, personal computer) following oral and/or written instruction.
43	Attend department/division meetings to gain stronger awareness of organizational procedures and needs.
44	Ensure security or confidentiality of records, equipment, and/or computer access.
45	Provide guidance and direction to other/new employees.