

Office Technician (General & Typing)

Essential Task Rating Results

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| 1 | Review and analyze correspondence (e.g., email, regular mail) and either prepare the response or direct the correspondence to appropriate staff. |
| 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, letters, email) to various individuals requesting or providing work-related information (e.g. status of projects). |
| 4 | Format written documents using the appropriate software (e.g., database, presentation, word processing, spreadsheet) to ensure consistency with departmental policy and other entities. |
| 5 | Communicate with others in writing to gather information pertinent to completing work assignments. |
| 6 | Prepare user friendly reports by transferring data from one source to another to summarize and interpret information for general distribution. |
| 7 | Verify accuracy and completeness of information on paper, computer documents and/or records. |
| 8 | Inputs and verifies data/information from various source documents in to database or reports to complete work assignments. |
| 9 | Create and/or update documents (e.g., itinerary, department/unit directories, weekly schedules, attendee lists, meeting agendas, templates) to ensure accuracy to be used as reference for staff and interested parties. |
| 10 | Respond to inquiries via telephone or in person to provide quality information and customer service on procedures and services of the department. |
| 11 | Screen telephone calls to elicit information regarding nature of the inquiry, and determine appropriate staff to which the call should be routed. |
| 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 from varies sources (e.g., staff, management, public) by collecting necessary information/data to complete assigned task or work projects. |

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| 14 | Track status of requests (e.g., correspondence, complaints) to ensure that replies are being processed or addressed. |
| 15 | Provide customer service to staff and/or public by distributing information and/or referring customers to appropriate records/resources. |
| 16 | Communicate tactfully with frustrated individuals in order to effectively handle the situation and minimize tension in the workplace. |
| 17 | Communicate with others orally to gather pertinent information in order to complete work assignments. |
| 18 | Provide training and/or information to staff (e.g. new employees, office assistants, students) on policies, procedures to ensure understanding of job duties. |
| 19 | Communicate status of workload to appropriate staff to ensure assignments are completed. |
| 20 | Send reminders to staff/management of meetings/appointments utilizing email (e.g., Outlook, Group Wise, Lotus) to notify them. |
| 21 | Assemble materials for meetings/presentations and/or distribution to be used as reference by staff and interested parties. |
| 22 | Inventory and maintain supplies/equipment to ensure that departments have sufficient supplies and working equipment. |
| 23 | Order office supplies as needed or requested by staff utilizing departmental procedures (e.g., request forms, office/equipment catalogs) to ensure proper material is acquired for day to day operation. |
| 24 | Receive inventory and store supplies/equipment to ensure supplies ordered have been received utilizing shipping forms and purchase orders. |
| 25 | Receive and refer request for repairs/service of office machines (e.g., printers, time/date stamp machine, copiers, fax machine) to maintain equipment in working order utilizing vendor/contractor listing, telephone, fax, and/or maintenance/service log. |
| 26 | Operate various office machines/equipment (e.g., photocopier, fax, scanner, personal computer, calculator) to complete assigned duties. |
| 27 | Process external and/or internal outgoing mail reviewing labeling to ensure that mail is accurately addressed. |
| 28 | Process incoming mail (e.g., receive, open, date/time stamp, log, sort) to properly distribute using various materials to appropriate recipient. |

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| 29 | Complete forms (e.g., work orders, supply forms, department forms) to obtain work related services and/or information. |
| 30 | Process incoming forms, records, or other documents to ensure accurate and timely distribution. |
| 31 | Greet visitors and/or staff and refer them to the appropriate location to ensure no disruption occurs to the working environment. |
| 32 | Collects unit/division timesheets to obtain signatures before forwarding to timekeeper. |
| 33 | Tracks leave of absence using department specific software or record keeping system in order to finalize employee timesheets. |
| 34 | Provide guidance and direction to other/new employees. |
| 35 | Send out identical correspondence to numerous recipients' using mass mailing methods. |
| 36 | Input information from various sources documents or correspondence into a database or spreadsheet software in order to maintain running log of work related information. |
| 37 | 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. |
| 38 | File materials using various filing systems (e.g., alphabetic, chronological, numeric, subject matter) to organize and maintain documents for future reference. |
| 39 | Search for files/folders or documents to locate needed or requested information for various individuals requesting or providing work-related information. |
| 40 | Organize electronic data into office database by creating and naming files, placing subsequent files into appropriate folders using various organizational methods (e.g., alphabetical, semantic, and numerical). |
| 41 | Maintain various filing programs (e.g., specific filing systems, computer logs) to ensure that duplication of data records do not occur |
| 42 | File important emails from clients/departments into appropriate email folder. |
| 43 | Document results of research for supervisor or individual requesting information. |
| 44 | Compile information from technical staff, customers, and other individuals in order to provide information for appropriate staff when requested by a supervisor or other staff. |
| 45 | Collaborate with staff to analyze and interpret information to complete work assignments. |

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| 46 | Attend department/division meetings to gain stronger awareness of organizational procedures and needs. |
| 47 | Ensure security or confidentiality of records, equipment, and computer access. |
| 48 | Act as backup for absent staff when needed to ensure adequate staff coverage. |