



# USUAL & CUSTOMARY JOB ANALYSIS/DESCRIPTION

<b>JOB TITLE:</b>	<b>Office Assistant</b>
<b>DEPARTMENT:</b>	<b>Administration</b>
<b>EMPLOYER:</b>	<b>Vallejo Sanitation and Flood Control District</b> <b>450 Ryder Street, Vallejo, California 94590</b>
<b>DATE PREPARED:</b>	<b>1/15/2004</b>
<b>WORK SCHEDULE/HOURS:</b>	<b>9/80, 8 to 9 hours per shift, 4 to 5 days per week</b>
<b>EMPLOYEE:</b>	
<b>D/I:</b>	
<b>CLAIM NUMBER:</b>	

Employer's Business: The employer, Vallejo Sanitation and Flood Control District, is a government agency responsible for the collection and treatment of wastewater from the sanitary sewer system and the protection from storm water.

## Job Functions

### Overview:

Under general supervision of the District Clerk, performs varied typing as a major duty and performs routine clerical work requiring the exercise of independent judgment; performs related work as required. This is a journey level class in the Office Assistant series. Appointment to the higher class requires that the employee perform the full range of duties for the class and meet the qualification standards for the class. An Office Assistant works under general supervision and, within the framework of established procedures, is expected to perform a variety of clerical duties with only occasional instruction or assistance. An Office Assistant may be temporarily upgraded to Senior Office Assistant, as needed. All duties are considered essential functions. There are no marginal functions for this position.

- The employee types letters, memoranda, schedules, reports, records and similar material from rough draft, plain or corrected copies, and recording devices.
- The employee types or writes data on standardized forms, such data being taken from forms or reports on which the necessary information is clearly indicated.
- The employee serves as receptionist and radio-telephone operator and maintains an inspection log . Serves as back-up radio operator for the Field Operations.
- The employee proofreads typed work and checks records and reports for clerical accuracy and enters data for various departments.
- The employee delivers Board packet information and may on occasion attend, record and transcribe the minutes for Board meetings.
- The employee opens and distributes mail and packages, may include utilizing the envelope opener.
- The employee performs incidental clerical duties such as filing according to an established system, operates standard office equipment such as adding or photocopy machines and performs data entry for other departments.

- The employee utilizes a copier to make copies, as needed. This entails opening the copier door in an upward/downward motion (exertion <5 lbs.), placing the paperwork on the copier and pressing a button to activate the copier. Alternatively, the employee places a stack of papers on a document holder and presses a button to activate.
- The employee retrieves and sets paperwork/files in and out of file cabinet drawers.
- The employee utilizes a fax machine, as needed. This includes setting individual papers in the fax machine, pressing 7 to 10 buttons to connect to the desired telephone numbers and pressing a button to activate the fax.
- The employee utilizes a computer keyboard, mouse, and views a monitor to enter/retrieve information including e-mail correspondence, completing reports, and other related tasks.
- The employee utilizes a writing utensil to complete notes during meetings and paperwork.
- The employee utilizes a telephone handset to make or retrieve telephone calls, as needed. This includes utilizing the handset and when making calls pressing 7 to 10 buttons to make a call.
- The employee operates a district vehicle to travel to and from meetings. Includes ascending one step, maneuvering a steering wheel, pressing 2 foot pedals in conjunction with using a cushioned seat.
- The employee utilizes an envelope opener to open incoming mail, 50 to 500 envelopes.
- The employee provides assistance at the front counter, may include providing paperwork or answering questions to customers.

## Minimum Qualifications

### EDUCATION & EXPERIENCE

- Graduation from high school or equivalent
- Any combination of training and experience which would likely provide the required knowledge and abilities of qualifying. A typical way to obtain the knowledge and abilities would be 2 years of increasingly responsible work experience in performing a variety of office and administrative support work including experience in a public contact position. Experience may be substituted for education on a one (1) year of experience for one year of education basis up to a maximum of two (2) years. Experience must be in jobs similar to those that will be performed in the position of Office Assistant.
- Two years of experience, preferably from another Public Agency/Special District

### KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of the care and use of a PC, word processor, and typewriter, and of correct spelling, punctuation and grammar.
- Ability to deal effectively and courteously with the public in a variety of circumstances
- Ability to operate a word processor/typewriter accurately at a corrected rate of not less than 50 words per minute from ordinary typewritten or printed copy; type from a corrected rough draft copy with speed and accuracy; make simple computations with speed and accuracy
- Ability to learn modern office practice and the operation of commonly used office machines; perform work in a neat and orderly manner; to do routine clerical work.
- Ability to plan statistical tables in order to maintain uniformity and balance in spacing, typing of data on standardized forms, typing from written copy and rough copy, with the ability to set up tabulations and complex tables spaced properly
- Ability to work independently in the absence of supervision
- Ability to establish and maintain effective working relations with those contacted with the course of work.
- Must be able to accept constructive criticism from supervisors, coworkers and subordinate employees

### LICENSE(S)

- Must possess a valid Class C driver's license at the time of employment. The ability to drive District vehicles is a specific requirement for this position. For that reason, it is the employee's responsibility to maintain a driving record that is acceptable to the District's insurance carrier or be subject to dismissal.

### Physical Demands

For the purpose of determining frequency of activity, this job analyst refers to an eight-hour workday.

<b>STANDING</b>	<b>Frequency:</b> <b>Duration:</b> <b>Surfaces:</b> <b>Associated Tasks:</b>	Less than ½ hour to 1 hour. Seconds to less than 15 minutes at a time. Carpet, tile. Assisting customers at the front counter, operating office equipment, communicating with coworkers.
<b>WALKING</b>	<b>Frequency:</b> <b>Duration:</b> <b>Surfaces:</b> <b>Associated Tasks:</b>	Less than ½ hour to 1 hour. Seconds to less than 5 minutes at a time. Carpet, tile. Walking within the building, to and from office equipment, locating a staff member.
<b>SITTING</b>	<b>Frequency:</b> <b>Duration:</b> <b>Surfaces:</b> <b>Associated Tasks:</b>	7 to 7.5 hours. Less than ½ hour to 1 hour at a time. Cushioned vehicle or office chair. Utilizing computer, telephone, communicating with coworkers, office tasks.
<b>KNEELING/ CROUCHING/ SQUATTING</b>	<b>Frequency:</b> <b>Duration:</b> <b>Surfaces:</b> <b>Associated Tasks:</b>	10 to 20 times. Seconds at a time. Tile, carpet. Retrieving or setting paperwork/files on and off lower areas including shelves or drawers.
<b>CRAWLING</b>	<b>Frequency:</b> <b>Duration:</b> <b>Surfaces:</b> <b>Associated Tasks:</b>	Not a job requirement.
<b>LAYING ON BACK/STOMACH</b>	<b>Frequency:</b> <b>Duration:</b> <b>Surfaces:</b> <b>Associated Tasks:</b>	Not a job requirement.
<b>CLIMBING/ BALANCING</b>	<b>Frequency:</b> <b>Duration:</b> <b>Surfaces:</b> <b>Associated Tasks:</b>	0-2 times per month. Seconds at a time. Stair steps. Ascending or descending stair steps to access a 2 <sup>nd</sup> floor.

<b>BENDING</b>		
• <b>Waist:</b>	<b>Frequency:</b> <b>Duration:</b> <b>Associated Tasks:</b>	Alternated with squatting, employee preference.
• <b>Head/Neck:</b>	<b>Frequency:</b> <b>Duration:</b> <b>Associated Tasks:</b>	2 to 3 hours. Seconds at a time. Reading, writing, and aiding visually during normal body mechanics.
• <b>Wrists:</b>	<b>Dominant Hand:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	2 to 3 hours. Less than 1 hour. Less than ½ hour. 1 to 2 hours. Seconds to less than 5 minutes at a time. Handling paperwork, office supplies, driving in conjunction with maneuvering a steering wheel, during normal body mechanics, opening mail.

<b>TWISTING/ROTATING</b>		
• <b>Waist:</b>	<b>Frequency:</b> <b>Duration:</b> <b>Associated Tasks:</b>	Less than 5 minutes. Seconds at a time. May possibly twist while driving. The motion is center to the right back to center or center to the left back to center up to 10-degrees.
• <b>Head/Neck:</b>	<b>Frequency:</b> <b>Duration:</b> <b>Associated Tasks:</b>	Less than 1 hour. Seconds at a time. Aiding visually during normal body mechanics, possibly while driving. The motion is from center to the right back to center or center to the left back to center up to 35-degrees.
• <b>Wrists:</b>	<b>Dominant Hand:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	Less than ½ hour to 2 ½ hours. Less than ½ hour to 2.5 hours. Alternated with dominant. 0 Seconds to less than 5 minutes at a time. Utilizing the envelope opener to open mail.

<b>UPPER EXTREMITY USE:</b>	<b>Dominant Hand: [indicate LEFT or RIGHT]</b>
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<b>REACHING</b>		
<ul style="list-style-type: none"> <li>• <b>Primary Reach Zone:</b> (elbows bent at waist level, hands in forward extension)</li> </ul>	<b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	5 hours. 2 ½ hours. 0 2 ½ hours. Seconds to less than 15 minutes at a time. Utilizing a computer keyboard and mouse to enter and retrieve data.
<ul style="list-style-type: none"> <li>• <b>Above Shoulder Level</b></li> </ul>	<b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	0 to 2 times. 0 to 2 times. Alternated with dominant. Alternated with dominant. Seconds at a time. Retrieving and setting items on/off upper shelves.
<ul style="list-style-type: none"> <li>• <b>Between Waist and Shoulder Level</b></li> </ul>	<b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	2 to 4 hours. Less than 1 hour. Less than ½ hour. 2 to 3 hours. Seconds to less ½ hour at a time. Handling office supplies, paperwork, a telephone handset, radio, driving in conjunction with maneuvering a steering wheel.
<ul style="list-style-type: none"> <li>• <b>Below Waist Level</b></li> </ul>	<b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	Alternated with squatting.
<b>PUSHING/ PULLING</b>	<b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	Less than 10 to 20 times. Less than 10 to 20 times. Alternated with dominant hand. Alternated with dominant hand. Seconds at a time. Opening or closing file cabinet drawers. Unilateral or bilateral hand use.

<b>LIFTING/CARRYING</b>		
<ul style="list-style-type: none"> <li>• <b>0 to 10 lbs.</b></li> </ul>	<b>Objects:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Distance:</b> <b>Height:</b> <b>Associated Tasks:</b>	Writing utensil, paperwork, office supplies, and a telephone handset. 2 to 3 hours. Less than 1 hour. Less than ½ hour. 1 to 2 hours. 0 to less than 50 feet. Ground to shoulder level. Utilizing a writing utensil, handling paperwork, files, handling office supplies, or a telephone handset.
<ul style="list-style-type: none"> <li>• <b>11 to 25 lbs.</b></li> </ul>	<b>Objects:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Distance:</b> <b>Height:</b> <b>Associated Tasks:</b>	File box. 1 to 3 times per week. 0 0 1 to 3 times per week. Less than 10'. Ground to waist level Retrieving and relocating a file box.
<ul style="list-style-type: none"> <li>• <b>26 to 50 lbs.</b></li> </ul>	<b>Objects:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Distance:</b> <b>Height:</b> <b>Associated Tasks:</b>	Not a job requirement.
<ul style="list-style-type: none"> <li>• <b>51 to 75 lbs.</b></li> </ul>	<b>Objects:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Distance:</b> <b>Height:</b> <b>Associated Tasks:</b>	Not a job requirement.
<ul style="list-style-type: none"> <li>• <b>75 to 100 lbs.</b></li> </ul>	<b>Objects:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Distance:</b> <b>Height:</b> <b>Associated Tasks:</b>	Not a job requirement.
<ul style="list-style-type: none"> <li>• <b>100+ lbs.</b></li> </ul>	<b>Objects:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Distance:</b> <b>Height:</b> <b>Associated Tasks:</b>	Not a job requirement.

<b>HAND DEMANDS</b>		
<ul style="list-style-type: none"> <li>• <b>Simple Grasping</b></li> </ul>	<b>Frequency:</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	2 to 3 hours. Less than 1 hour. Less than ½ hour. 2 to 3 hours. Seconds to less than 15 minutes at a time. Driving in conjunction with maneuvering a steering wheel, as needed, handling office supplies, paperwork, a telephone handset or radio.
<ul style="list-style-type: none"> <li>• <b>Power Grasping</b></li> </ul>	<b>Frequency:</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	0 to 1 time 0 0 0 to 1 time Seconds at a time. Retrieving and relocating a file box.
<ul style="list-style-type: none"> <li>• <b>Fine Manipulation</b></li> </ul>	<b>Frequency:</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	5 to 5 ½ hours. 2 ½ to 3 hours. 0 2 to 2 ½ hours. Seconds to less than 15 minutes at a time. Utilizing a computer keyboard, pointing device, writing utensil, pressing telephone buttons to make outgoing calls.

<b>SPECIAL ENVIRONMENT</b>	<ul style="list-style-type: none"> <li>• Indoors, office setting; climate controlled</li> </ul>
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<b>MACHINES/TOOLS</b>	<ul style="list-style-type: none"> <li>• District vehicle</li> <li>• Mouse</li> <li>• Envelope opener</li> <li>• Writing utensil</li> <li>• Computer keyboard</li> <li>• Fax machine</li> <li>• Monitor</li> <li>• Copy machine</li> </ul>
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**Note:** The following are not physical requirements of this job: crawling, laying on back/stomach, reaching above shoulder level, power grasping.



<b>EMPLOYER COMMENTS:</b>	
This Job Analysis accurately represents the duties of an Office Assistant to the best of my knowledge.	
<b>EMPLOYER CONTACT NAME:</b>	
<b>EMPLOYER SIGNATURE:</b>	<b>DATE:</b>

<b>EMPLOYEE COMMENTS:</b>	
This Job Analysis accurately represents the duties of an Office Assistant to the best of my knowledge. I understand that I cannot add hours to the physical demands breakdown if the total would then be greater than the number of hours in an average workday.	
<b>EMPLOYEE NAME:</b>	
<b>EMPLOYEE SIGNATURE:</b>	<b>DATE:</b>