



USUAL & CUSTOMARY JOB ANALYSIS/DESCRIPTION

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

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, performs a variety of office support tasks in support of the Administrative Division; assists the District Clerk in the preparation of agendas, documents and related correspondence in support of the Board of Trustees, performs other related office support assignments as required. Incumbents in this class perform advanced journey level clerical support to managers, executives and the Board of Trustees. It is distinguished from Office Assistant by the responsibility to perform lead or advanced journey level clerical work in support of the Administrative Division. This classification may be temporarily upgraded to the position of District Clerk. The classification is characterized by the responsibility for working independently and exercising good communication skills. All duties are considered essential functions. There are no marginal functions for this position.

The employee assists in compiling and distributing the Board agenda, insuring proper notification to media.

The employee assists managers in drafting Board of Trustee reports and other correspondence.

The employee prepares memos, letters, and other correspondence from brief verbal instructions or written draft; uses manual and automated files to research information and to prepare technical and statistical reports.

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 etc.

The employee utilizes a writing utensil to complete notes during meetings and paperwork.

The employee utilizes a telephone handset to make or retrieve phone calls, as needed. This includes utilizing the handset and when making calls pressing 7 to 10 buttons to make a call.

The employee communicates, answers questions and provides paperwork to customers that approach the front counter.

The employee operates a district vehicle to travel to and from city hall, perform errands, and deliver items to city hall. Includes ascending one step, maneuvering a steering wheel, pressing 2 foot pedals in conjunction with using a cushioned seat.

The employee distributes mail envelopes and possibly packages in staff member mail slots. In addition the employee receives incoming packages.

The employee monitors the radio for pertinent calls.

The employee utilizes an envelope opener to open mail.

The employee performs a variety of general clerical duties including binding, laminating, proofreading, collating and transporting documents.

The employee establishes and maintains files and information retrievable systems.

The employee receives, sorts, distributes, copies and files incoming and outgoing mail.

The employee posts a variety of information from standardized sources to control records in a database.

The employee assembles, maintains and/or updates information from various sources for records, reports and agendas.

The employee provides information externally and internally regarding district policies and/or procedures; refers inquiries as appropriate.

The employee assists in the training of clerical staff.

The employee builds and maintains positive working relationships with coworkers, other district employees and the public using principles of good customer service.

Minimum Qualifications

EDUCATION & EXPERIENCE

Any combination of education and experience that provides the knowledge, skills and abilities indicates below.
Typical way of gaining the knowledge, skills and abilities is completion of the 12th grade or its equivalent and 5 years or progressively responsible general clerical experience; one year of which is assisting in the clerical support to a Board of Committee.

KNOWLEDGE, SKILLS & ABILITIES

Knowledge of standard office procedures and practices.
Knowledge of telephone etiquette and practices for greeting the public.
Knowledge of correct English usage, including grammar, punctuation, and spelling.
Knowledge of business letter writing and standard format for typed materials.
Ability to understand and carry out oral and written directions.
Ability to project a courteous, patient and helpful attitude in dealing with people in person and over the telephone.
Ability to maintain attention to detail despite interruptions.
Ability to rapidly learn District office functions, staff names, and locations.
Ability to establish and maintain effective working relationships with others.
Ability to communicate effectively, orally and in writing.
Ability to operate a variety of standard office equipment; operate a computer and computer-related word processing and spreadsheet programs.
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.

STANDING	Frequency: Duration: Surfaces: Associated Tasks:	2 to 3 hours. Seconds to less than 10 minutes at a time. Carpet, tile. Communicating with customers at the front counter, utilizing office equipment, communicating with coworkers.
WALKING	Frequency: Duration: Surfaces: Associated Tasks:	Less than ½ hour to 1 hour. Seconds to less than 5 minutes at a time. Carpet, tile. Within the building, to and from offices, locating a staff member.
SITTING	Frequency: Duration: Surfaces: Associated Tasks:	5 to 5 ½ hours. Less than ½ hour to 1 hour at a time. Cushioned vehicle or office chair. Working at a desk station, utilizing a computer, telephone, communicating with coworkers, performing a variety of office tasks.
KNEELING/ CROUCHING/ SQUATTING	Frequency: Duration: Surfaces: Associated Tasks:	10 to 20 times. Seconds at a time. Tile, carpet. Retrieving or setting paperwork/files on and off lower areas including shelves or drawers.
CRAWLING	Frequency: Duration: Surfaces: Associated Tasks:	Not a job requirement.
LAYING ON BACK/STOMACH	Frequency: Duration: Surfaces: Associated Tasks:	Not a job requirement.
CLIMBING/ BALANCING	Frequency: Duration: Surfaces: Associated Tasks:	0 to 2 times per month. Seconds at a time. Stair steps. Ascending or descending a step stool to access higher shelves.

BENDING Waist:	Frequency: Duration: Associated Tasks:	Alternated with squatting.
Head/Neck:	Frequency: Duration: Associated Tasks:	2 to 3 hours. Seconds at a time. Reading, writing, and aiding visually during normal body mechanics.
Wrists:	Dominant Hand: Frequency Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	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 and during normal body mechanics.

TWISTING/ROTATING		
Waist:	Frequency: Duration: Associated Tasks:	Less than 5 minutes. Seconds at a time. Possibly while driving. The motion is center to the right back to center or center to the left back to center less than 10 degrees.
Head/Neck:	Frequency: Duration: Associated Tasks:	Less than 1 hour. Seconds at a time. Driving a vehicle, aiding visually during normal body mechanics. The motion is from center to the right back to center or center to the left back to center up to 35-degrees.
Wrists:	Dominant Hand: Frequency Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	Less than ½ hour. Less than ½ hour. 0 0 Seconds at a time. Utilizing an envelope opener to open mail.

UPPER EXTREMITY USE:	Dominant Hand: [indicate LEFT or RIGHT]
-----------------------------	--

REACHING		
Primary Reach Zone: (elbows bent at waist level, hands in forward extension)	Frequency Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	3 to 4 hours. 1 to 2 hours. 0 2 to 3 hours. Seconds to less than 15 minutes at a time. Utilizing a computer keyboard and mouse to enter and retrieve data.
Above Shoulder Level	Frequency Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	Up to 10 times. Up to 10 times. Alternated with dominant. Alternated with dominant. Seconds at a time. Retrieving and setting items including paperwork on/off upper shelves.
Between Waist and Shoulder Level	Frequency Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	2 to 3 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, driving in conjunction with maneuvering a steering wheel.
Below Waist Level	Frequency Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	Alternated with squatting.
PUSHING/ PULLING	Frequency Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	10 to 20 times. 10 to 20 times. Alternated with dominant hand. 0 to less than 5 minutes. Seconds at a time. Opening or closing file cabinet drawers, utilizing a dolly/cart.

LIFTING/CARRYING		
0 to 10 lbs.	Objects: Frequency Dominant: Non-Dominant: Bilateral: Distance: Height: Associated Tasks:	Writing utensil, paperwork, office supplies, and a telephone handset. 3 to 4 hours. Less than 1 hour. Less than ½ hour. 2 to 3 hours. 0 to less than 50 feet. Ground to shoulder level. Utilizing a writing utensil, handling paperwork, files, handling office supplies, telephone handset.
11 to 25 lbs.	Objects: Frequency Dominant: Non-Dominant: Bilateral: Distance: Height: Associated Tasks:	File box. 0 to 1 time per week. 0 0 0 to 1 time per week. Less than 10'. Ground to waist level Retrieving and relocating a file box.
26 to 50 lbs.	Objects: Frequency Dominant: Non-Dominant: Bilateral: Distance: Height: Associated Tasks:	Not a job requirement.
51 to 75 lbs.	Objects: Frequency Dominant: Non-Dominant: Bilateral: Distance: Height: Associated Tasks:	Not a job requirement.
75 to 100 lbs.	Objects: Frequency Dominant: Non-Dominant: Bilateral: Distance: Height: Associated Tasks:	Not a job requirement.
100+ lbs.	Objects: Frequency Dominant: Non-Dominant: Bilateral: Distance: Height: Associated Tasks:	Not a job requirement.

HAND DEMANDS		
Simple Grasping	Frequency: Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	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, handling office supplies, paperwork, a telephone handset or radio.
Power Grasping	Frequency: Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	0 to 1 time per week. 0 0 0 to 1 time per week. Seconds at a time. Retrieving and relocating a file box.
Fine Manipulation	Frequency: Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	3 ½ to 4 ½ hours. 1 ½ to 2 ½ hours. 0 2 to 3 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.

SPECIAL ENVIRONMENT	Indoors, office setting; climate controlled Outdoors, all weather conditions, as needed.
----------------------------	---

MACHINES/TOOLS	District vehicle Mouse	Writing utensil	Computer keyboard Fax machine	Monitor Copy machine
-----------------------	---------------------------	-----------------	----------------------------------	-------------------------

Note: The following are not physical requirements of this job: crawling, laying on back/stomach, reaching above shoulder level, power grasping.

EMPLOYER COMMENTS:	
This Job Analysis accurately represents the duties of a Senior Office Assistant to the best of my knowledge.	
EMPLOYER CONTACT NAME:	
EMPLOYER SIGNATURE:	DATE:

EMPLOYEE COMMENTS:	
This Job Analysis accurately represents the duties of a Senior 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.	
EMPLOYEE NAME:	
EMPLOYEE SIGNATURE:	DATE: