

Madison County
Civil Division: County & Villages
Jurisdictional
Allocation: Non-Competitive
Adopted: 03/19/2025

OFFICE ASSISTANT I (HELP PROGRAM)

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the performance of standard clerical tasks. Specific duties vary with the needs of the department. Procedures are usually fixed using clearly defined agency guidelines, procedures and instructions. Detailed instructions are given for new or difficult assignments and independent judgement may be exercised in specific cases. Work is reviewed by direct observation, checking completed work, periodic or spot-checks, cross-checking or other steps in the clerical process. This position differs from an Office Assistant II in that the duties of an Office Assistant I involve less complex operations than an Office Assistant II and tend to be more routine in nature. Supervision over the work of others is not a responsibility of employees in this class. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES:

Receives and organizes work to be processed and recorded;
Reviews applications, claims, reports, and other documents for completeness, clerical accuracy and adherence to proper procedures, policies, rules and regulations;
Types forms, form letters, transcripts, invoices, vouchers, records, payrolls, title searches, judgments, lis pendens, reports, index cards, time cards and similar materials;
Answers and takes messages, gives out routine information to the public and provides callers, clients and/or visitors with general information;
Prepares, updates and retrieves department lists, documents and forms using a personal computer;
Sorts, date stamps and distributes mail and packages;
Maintains alphabetic, numeric and/or chronological files of correspondence, documents, and materials by coding and filing new material, searching for requested material and periodically purging obsolete material;
Makes arithmetic computations and compiles simple statistical reports;
May collect fees by mail or in person and account for monies received;
May order office supplies and maintain inventory of supplies and equipment;
Operates a personal computer, copier and other related peripheral office equipment.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of office terminology, procedures and equipment; working knowledge of business arithmetic and English; working knowledge of the principles and practices of computerized record maintenance; ability to understand and interpret regulations, procedural manuals and specific documents used in department where employed; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheets and databases; ability to perform close, detail work involving considerable visual effort and strain; ability to understand and follow oral and written instructions; ability to maintain neat and legible records, ability to communicate effectively, both orally and in writing; clerical aptitude; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma.