

## **BILINGUAL OFFICE ASSISTANT**

### **NATURE OF WORK**

Serving the public with responsible receptionist and clerical work for City departments and programs.

### **DISTINGUISHING FEATURES**

Work involves performing clearly defined duties of limited complexity related to providing information to the public in person and on the telephone, and/or processing, routine data entry, and filing documents, processing mail, and performing basic arithmetical calculations. Work requires bilingual competency in English and Spanish as needed to perform essential job functions.

### **ESSENTIAL FUNCTIONS** *(These essential duties are only illustrative.)*

Answers, screens, and forwards telephone calls; records and relays messages and appointments as necessary.

Greets and answers inquiries from persons entering the service location; provides information regarding activities and location of departments, divisions, and employees within organization.

Maintains time off records for a program or service location. Tabulates records, reports and charts, and performs simple arithmetical calculations as needed.

Opens, sorts and distributes mail and other materials; collects, seals, and posts outgoing mail. Orders routine supplies.

Types and proofreads forms, memos and program documents; enters applicant information into a computerized data base and processes program or service records.

Maintains files correspondence, maintains clerical records, maintains files, logs, or program records. Purges files in accordance with established procedures, schedules, or legal requirements.

Copies and distributes files, records, reports and other materials as required.

Answers basic questions from Spanish speaking customers about completing forms.

Maintains reasonable and predictable attendance.

### **SUPERVISION RECEIVED**

Work is performed under the direction of an administrative superior or program manager. Additional guidance is received from established policies, procedures or practices. The employee must be capable of prioritizing a variety of duties and communicate effectively with the public. Work is reviewed through observation of work performance, adherence to policies and procedures and through annual performance appraisals.

**SUPERVISION EXERCISED**

None

**WORKING CONDITIONS & PHYSICAL DEMANDS**

Work is performed primarily in an office setting and is essentially sedentary with occasional walking, standing, lifting, bending, or minimal physical activities carrying items under 25 pounds such as books, papers, small parcels, etc. Some tasks have set deadlines and volume processing.

**SUCCESS FACTORS (KSAs)**

Knowledge of modern telephone and office equipment, practices and procedures.

Knowledge of basic English and Spanish.

Some knowledge of clerical and secretarial practices and procedures.

Ability to learn City services, departmental operations and organization.

Ability to judge the nature and importance of a call, and to provide information in a polite and efficient manner in person and on the telephone.

Ability to handle sometimes irate persons or callers in a calm professional manner.

Ability to communicate effectively in English and Spanish.

Ability to effectively and efficiently operate a personal computer. Ability to use basic office equipment.

Ability to perform basic arithmetical calculations.

Ability to understand and follow departmental policies and procedures, both oral and written.

Ability to operate a two-way radio, as required by the position.

**EDUCATION, TRAINING & EXPERIENCE**

High School Diploma or G.E.D. and up to two years of clerical or receptionist experience in an office setting. Demonstrated written and oral linguistic skills in English and Spanish. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may be substituted for the required experience.

**NECESSARY SPECIAL REQUIREMENTS**

Possession of a valid IL Driver's License.

Residency requirement: Classified employees hired after January 1, 1984 may live anywhere in Winnebago County or anywhere within an area fifteen (15) miles from the Public Safety Building within six (6) months of their date of completion of probation. Employees hired prior to January 1, 1984 shall be subject to their conditions of employment in effect at that time.