

OFFICE ASSISTANT

Compensation: Hourly based on experience

Employment type: Full-time

Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, typing or word processing, office machine operation, and filing. Requires knowledge of office systems and procedures.

Essential Job Functions

- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Answer telephones, direct calls, and take messages.
- Compile, copy, sort, and maintain records of office activities, business transactions, and other activities.
- Operate office machines, such as photocopiers and scanners, e-fax, voice mail systems, and personal computers.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.

Job Knowledge

- Clerical - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Job Skills

- Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking - Talking to others to convey information effectively.

Job Abilities

- Oral Comprehension - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression - The ability to communicate information and ideas in speaking so others will understand.
- Written Comprehension - The ability to read and understand information and ideas presented in writing.
- Speech Clarity - The ability to speak clearly so others can understand you.
- Speech Recognition - The ability to identify and understand the speech of another person.
- Written Expression - The ability to communicate information and ideas in writing so others will understand.

Technology

- Filing system software
- Email software
- Web browser
- Microsoft Office software
- Microsoft Windows