

SHAWNEE COUNTY, KANSAS
Position Description
Office Assistant II

Position Control Numbers: SW1003, SW1004, SW1101A, SW1102, SW1103

FLSA Status: N

POSITION DESCRIPTION

Under general supervision, this position performs a variety of clerical duties including: copying reports and other documents, scheduling appointments and greeting customers. Operates and performs simple maintenance on a variety of standard and unique office machinery. Performs other duties as assigned. This position is supervised by the Office Manager II and/or Solid Waste Deputy Director.

WORK PERFORMED

- 50% Answers Telephone And Directs Calls.** Answers questions and solves problems over the telephone.

- 15% Signs Up New Customers (Mostly Residential).** Sets up new service and cancels service.

- 10% Answers Questions On City Water Bills Regarding Trash.** Assists customers and the public at large when problems or questions arise regarding their refuse service or bill.

- 10% Makes Changes To Route Books.** Updates residential route books for new service accounts and removes canceled accounts on a daily basis. Updates log sheets called in by route drivers on a daily basis.

- 5% Makes Changes To City Water Accounts.** Makes appropriate, refuse-related, changes to City water billing accounts. Changes generally consist of additions, deletions and adjustments.

- 5% Communicates With Routes.** Assists in answering the two-way-radios. Receives information from and provides information to route crews regarding route updates and anomalies.

- 5% Makes Work Orders For Totes, Trucks and Containers.** Keeps daily log of container and tote pickup and deliveries. Completes repair work orders on containers, totes and trucks.

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KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

- General office machines and modern office practices.
- The English language, spelling, grammar and arithmetic computations.
- The operation and minor maintenance of a variety of office equipment.

Ability to:

- Interpret and apply Federal, State and County laws, resolutions, rules and regulations.
- Communicate effectively, both orally and in writing, using the English language.
- Follow oral and written instruction.
- Operate a variety of office equipment.

Skill in:

- The use of computer software and applications.

PHYSICAL REQUIREMENTS

N-Never **O**-Occasional (1%-33%) **F**-Frequent (34%-66%) **C**-Continuous (67%-100%)

	N	O	F	C		N	O	F	C		N	O	F	C
HANDS					BODY/TRUNK					OTHER				
Reaching			X		Sitting				X	Driving	X			
Pushing/Pulling		X			Bending		X			High Elevation	X			
Climbing	X				Reaching		X			Unprotected Heights	X			
Throwing	X				Lifting		X			Around Moving Machinery	X			
ARMS					Carrying		X			Driving Automotive Equipment	X			
Reaching			X		Jumping	X				Exposure to Dust, Gases and Fumes	X			
Lifting		X			Twisting		X			Cramped Body Position	X			
Pushing/Pulling		X			Squatting		X			Sustained Positions	X			
Carrying		X			Turning		X			Noise Levels (Excessive)	X			
Throwing	X				LEGS/FEET					Electrical Hazards	X			
EYES					Walking		X			Slippery Surfaces	X			
Near Vision				X	Standing		X			Work Above Ground	X			
Far Vision		X			Sitting				X	Work Below Ground	X			
Color Vision			X		Carrying		X			Irregular Surfaces	X			
VOICE					Climbing	X				Moving Objects	X			
Talking				X	Jumping	X				In High Volume Traffic	X			
EARS					Turning		X			Exposure to Marked Changes in				
Hearing				X	Lifting		X			Temperature and Humidity	X			

EQUIPMENT USED

Personal Computer	Typewriter	Two-Way Radio	Four-Line Phone System
Color Printer	Photocopier	10-Key Adding Machine	Office Furniture
Laser Printer	Fax Machine		

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MINIMUM QUALIFICATIONS

High School Diploma or GED Certificate.

One (1) year of clerical experience or one (1) year of experience in the Office Assistant I classification. Three (3) semester hours of college course work from an accredited college or university or ninety (90) clock hours from an accredited vocational school in business, office administration or closely related field may be substituted for the required experience.

Required to type thirty-five (35) words per minute.

SPECIAL REQUIREMENTS

Required to pass a pre-employment physical and drug screen.

This Position Description is not designed to list all tasks and responsibilities of this position. Shawnee County reserves the right to revise or change job duties as the need may arise. This Position Description does not constitute a written or implied contract of employment.

I have read and understand the duties and requirements for this position.

_____ Employee's Signature / Printed Name	_____ Date
_____ Administering Supervisor's Signature / Printed Name	_____ Date
_____ Appointing Authority's Signature / Printed Name	_____ Date

Created: 04/05
Revision History: 12/25