

SHAWNEE COUNTY, KANSAS
Position Description
Office Assistant II

POSITION CONTROL NUMBER: DC1028A

FLSA STATUS: N

POSITION DESCRIPTION

Under direct supervision, this position performs clerical, administrative, customer service, data entry, records, and office support duties for Community Corrections department. The position provides administrative support to officers, supervisors, clients, and the public. Maintains accurate and confidential records; processes reports, payments, and correspondence; and assists with the daily operation of the office. Performs other duties as required. This position is supervised by the Office Manager II.

WORK PERFORMED

- 30% Customer Service/Receptionist Duties.** Answers, screens, and routes telephone calls to the appropriate party. Greets and checks in visitors and clients; and informs staff when clients arrive. Responds in person, by telephone, or by correspondence to routine inquiries and refers more difficult matters to an appropriate official. Schedules appointments according to departmental policy. Maintains professional and courteous interactions with staff, clients, families, and the general public.
- 20% Data Entry and Data Maintenance.** Performs accurate data entry of program fees, drug/urinalysis results, client payments, and other departmental information. Records and maintains statistical and operational information for department use, KDOC, and other stakeholders. Enters results and information into applicable databases and client records. Checks work for accuracy, completeness, and compliance with department procedures.
- 15% Records, Files, and Document Processing.** Prepares, organizes, scans, uploads, maintains, and distributes client /departmental files and documents. Creates intake folders for new clients and assists with records management. Receives, edits, and distributes assigned dockets, arrest reports, jail transport lists, court status reports, first appearance dockets, and other departmental reports. Maintains confidentiality of oral, written, and electronic information.
- 10% Reports and Administrative Support.** Compiles daily lists and information used by administrative staff and supervision officers. Prints and distributes assigned reports, prepares routine administrative reports, generates files and billings, and performs simple mathematical calculations and data tabulation. Posts approved job lead bulletins. Assists staff with routine administrative needs.

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- 10% Payments and Financial Records.** Receives payments from clients, verifies amounts, and issues receipts as authorized. Enters program fee charges into the appropriate accounting system. Prepares or assists with daily/weekly receipt and deposit documentation. Ensures payment information is accurate and complete.
- 10% Mail, Copying, and Office Operations.** Receives, sorts, stamps, distributes, and delivers departmental mail. Prepares outgoing mailings, labels, envelopes, and returned correspondence. Makes copies and performs minor routine maintenance and upkeep of copy and office equipment. Processes purchase request forms and turns in purchase orders for approval. Assists with maintaining an orderly and functional office environment.
- 5% Client and Department Support.** Assists supervision staff and clients with routine administrative needs. May assist with authorized collection or handling of materials associated with department operations. Performs other related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

- General office procedures, modern office practices, and the operation of standard office equipment.
- English language, spelling, grammar, arithmetic computations.
- Basic recordkeeping principles.
- Confidentiality requirements and the importance of safeguarding client, employee, and departmental information.
- Data entry, records maintenance, document processing, and basic report preparation.

Ability to:

- Interpret and apply Federal, State, and County laws, resolutions, rules, regulations, and departmental policies as they relate to assigned duties.
- Communicate effectively, both orally and in writing, using the English language.
- Receive, interpret, and follow oral and written instructions and complete assignments independently with appropriate follow-up.
- Maintain accurate and timely records, perform data entry, make computations and tabulations, and prepare routine reports.
- Work cooperatively with others, evaluate routine situations, identify options, and take appropriate action.

Skill in:

- The use of computer software, databases, Microsoft Office applications, and other department-specific systems.
- Maintaining accurate, organized, and confidential records.
- Handling routine financial and client information.

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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 Temperature and Humidity				
Hearing				X	Lifting		X						X	

EQUIPMENT USED

Personal Computer
Scanner
Fax Machine

Photocopier
Printer
Telephone

Cell Phone
Office Furniture

MINIMUM QUALIFICATIONS

- Required to be at least twenty-one (21) years of age
- 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 with accuracy.

SPECIAL REQUIREMENTS

- Required to be able to qualify for access to Kansas Criminal Justice Information System (KCJIS) data
- Required to pass applicable background and child/adult abuse registry checks; and pass a pre-employment physical and drug screen.

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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: 01/05
Revision History: 09/26