



**OFFICE CLERK II**  
**(MSS CLASS TITLE: OFFICE ASSISTANT II)**

**DEFINITION:** Under general supervision, to perform a variety of routine to moderately difficult office support activities, which may include recordkeeping, computation and processing payments, forms processing, report preparation, mail distribution, typing, word processing, reception, and filing; and to function as a positive and cooperative team member. To see full Merit Systems Services Class Specification click on link here:

[MSS Class Specification: Office Assistant II](#)

**DISTINGUISHING CHARACTERISTICS:** This is the fully qualified, journey level class of this series, competent to perform a variety of office support and clerical duties. Incumbents in this job class must be fully qualified to perform assigned duties under general supervision. An Office Clerk II is expected to perform assigned duties with only occasional instructions or assistance. Positions assigned in this job classification work independently according to established policies as well as legal requirements and guidelines. Specific duties, including the amount of public contact, typing, word processing, use of an online computer system, adherence to applicable rules, processes, policies, and regulations and direct support for functions of the unit will vary with the organizational unit to which assigned. The Office Clerk II position receives general supervision from management, professional or supervisory personnel, and may receive technical and functional supervision from higher level clerical personnel.

**ESSENTIAL DUTIES:** Duties may include, but are not limited to, the following: Performs a variety of support duties related to the assigned work unit to assist staff in less complex administrative and operational support activities; Word processes/types correspondence, reports, forms and specialized records and/or documents from drafts, notes, dictated tapes, or brief instructions; Proofreads and checks typed and other materials for accuracy, completeness, compliance with departmental/work unit policies, and correct English usage including grammar, punctuation, and spelling; Enters and retrieves data from an online computer system, prepares established reports and print-outs following established guidelines; Gathers information from individuals or reference sources to complete and process various routine forms, records, documents, and applications; tracks data and timelines and follows up as necessary to obtain additional information; Maintains records and processes forms, such as time records, purchase requisitions and orders, and others specific to the organizational unit; Assists in performing

a variety of routine bookkeeping/accounting support functions; posts and transcribes data, verifies numbers and calculations, counts and deposits monies, prepares and updates a variety of reports, which may require the use of routine mathematical calculations; Establishes and maintains office files, recordkeeping systems, and database; researches and compiles information from these resources and systems; Acts as receptionist and receives and screens visitors and telephone calls, takes messages, and schedules appointments as requested; Provides factual information regarding County and/or assigned department, division, and work unit activities and functions; refers more difficult inquiries to appropriate resources as necessary; Collects fees; issues receipts, permits, and other documents; and performs necessary calculations for recording and/or reporting activities; Examines, records, and indexes vital records, reviews marriage license applications and prepares marriage certificates; conducts searches of vital records and recorded documents; examines documents for recordability and records documents; files notary bonds, fictitious business name statements, surety company filings, and environmental documents; processes voter registration cards; Reviews computer-produced reports to verify accuracy and makes necessary corrections as assigned; Maintains and updates standing inventories of office supplies and materials; may complete purchase orders/requests based on established standards and approved standing orders; receives approved supplies and materials, logs, and distributes to appropriate parties; Photographs and fingerprints individuals for documentation or background checks; completes necessary paperwork to initiate appropriate processes according to established policies and standard operating procedures; Opens and distributes mail, processes outgoing mail, and orders office supplies and printed forms; Performs related duties as assigned.

### **EMPLOYMENT STANDARDS:**

A high school graduate or equivalent with one year clerical experience in an office environment.

**Knowledge of:** Organization, procedures and operating details of an office; Standard and accepted English usage, spelling, grammar, and punctuation; Principles of customer service and reception techniques; Basic office methods and equipment including filing and computer systems; Basic mathematical calculations; Basic computer software and keyboarding.

**Ability to:** Utilize a personal computer and office equipment at a level necessary for successful job performance; Schedule appointments and register participants in training programs; Take notes and prepare meeting summaries; Organize tasks and determine priorities in order to meet assigned deadlines; Interpret, explain and apply operating policies, rules, and procedures of an assigned function; On a continuous basis, sit at desk and/or stand at counter for long periods of time. Intermittently twist and reach office equipment; write or use keyboard to communicate through written means; perform simple grasping and fine manipulation; lift light weight; Intermittently review documents related to department operations; observe and identify problems related to duties; understand, interpret and explain department policies and procedures to the

public and staff; Learn the organization, procedures and operating details of the County department and/or work unit to which assigned; Perform routine clerical work including maintenance of appropriate records and preparation of general reports; Verify and check files and data; Understand and carry out both oral and written directions; Perform routine mathematical calculations to include addition, subtraction, multiplication, and division; Learn to use a personal computer and office equipment necessary for successful job performance; Work with various cultural and ethnic groups in a tactful and effective manner; Word process/type accurately at a speed necessary for successful job performance; Meet the physical requirements necessary to perform required duties in a safe and effective manner for self and others; Establish and maintain effective working relationships with those contacted in the performance of required duties.

**Typical Physical Requirements:** Sitting for extended periods of time daily; standing and walking short distances. Minimal twisting, bending, stooping, and lifting in the performance of assigned duties. Normal manual dexterity and eye-hand coordination required. Repeated hand-wrist movement required. Corrected vision to normal range; normal hearing and talking is required for verbal communications. Ability to use a variety of office equipment and machines as referenced. Good memory and recall is necessary for the accurate and timely transfer of data/information.

**Typical Working Conditions:** Most assigned work is normally performed in an office environment. Designated positions may perform assigned duties in a clinical environment, outside events, and/or client homes and community facilities. Continuous contact with County staff, management, general public, and outside organizations/agencies.

If assigned to a County Correctional Facility, may be required to perform assigned duties with and around inmates/juvenile detainees.