



Classification Specification for Classified Civil Service
Developed for Equal Opportunity

OSU TITLE CODE: 6119

CLASSIFICATION TITLE: OFFICE ASSISTANT

Function Statement:

The Office Assistant provides either a range of basic office support services (e.g., providing manual clerical support services such as filing, sorting, mailing and copying, light reception & typing, etc.), or performs specialized production tasks (document/record maintenance, review, processing, filing, etc.) for an area of the university.

This classification does not include those positions that utilize keyboarding skills to generate large volumes of documents.

Job Duties: (These duties are illustrative only.) Incumbents may perform some or all of these duties or other job-related duties as required.

Position works under direction of others and makes decisions based on established standards and practices. Position is typically located in a filing and/or processing area of the university, and some positions work within a medical and/or clinical environment.

Office Support Services - Performs basic clerical tasks (e.g., processing of materials and information, including financial, budgetary and academic records and statements, purchase orders and/or billings, audits, checks, computes totals, verifies accuracy); sorting and distributing mail;

Researches, retrieves, manages and maintains currency of files and records;

AND/OR

Technical Support Services - Some positions perform clerical tasks of a precise, technical, and/or special nature (e.g., searches records; gathers & organizes data, statistics, information; summarizes in preliminary reports; prepares files for legal or medical action and compiles information for use by professionals in preparing reports of legal or medical action); analyze data and determine if within program or office policy or guidelines; takes action and/or refers to others for resolution if outside guidelines;

AND/OR

Testing - Coordinate and oversee testing and/or exam process for an area (e.g., arrange facilities, register participants, proctor exam, manage records, disseminate results).

AND/OR

Customer Service - Provides preliminary contact with public (e.g., greets visitors, answers phones, provides general information); may perform scheduling and reception duties and/or serve as a back-up to other staff delivering customer service.

AND/OR

Duplication/Distribution Services - Performs copying, recording, routing and distribution of documents and materials, processes mass mailings including collating, stapling, stuffing, and distribution); provides

*Developed after employment.

mail services (e.g., picks up, opens, stamps, distributes, sends out mail);

Some positions perform occasional light typing and/or data entry;

AND/OR

Some positions serve as lead worker over lower level and/or less senior staff and students (e.g., provide instruction, assign tasks, participate in evaluating work);

Major Work Characteristics:

Knowledge of office practices and procedures*, knowledge of spelling and basic grammar; skill in operating and troubleshooting basic office equipment such as 10-key calculators, phones and copy machines; ability to deal with problems involving several variables in familiar context, copy records precisely without error, sort mail, ability to prioritize tasks and to file alphabetically and numerically, work with a variety of customers*, assess questions and provide appropriate information or referral, cooperate with co-workers on group projects, sort items into categories according to established methods;

Additional characteristics for lead worker: knowledge of office practices and procedures, employee training and development, employee supervision.

Minimum Class Requirements: (Including license, if any.)

Six mos. experience (600 hrs course work) in office practices and procedures, including customer service/public relations; 3 mos. experience (300 hrs training) operating basic office machines and equipment (e.g., computer related and peripheral equipment, copy machines, typewriters, adding machines, calculators) or equivalent combination of education and experience.

Additional Qualifications - Lead Worker. Some positions require 6 mos. experience (600 hrs course work) in supervision consistent with position description on file with the Office of Human Resources.

Some positions require keyboard skills such as typing and data entry consistent with position description on file with the Office of Human Resources.

Unusual Working conditions:

Some positions may be seasonal; hours and days off may vary.

Training & Development:

NA

*Developed after employment.