

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

OFFICE ASSISTANT

POSITION CODE: 30010  
Effective: 10-16-96

DISTINGUISHING FEATURES OF WORK:

Under general supervision, performs a variety of difficult and responsible clerical information and assistance, filing, typing, record processing, secretarial and general office support functions; exercises some choice in procedures and independent action in the disposition of routine matters or in personal contact with others to give nontechnical information; work performed at this level is controlled by established methods and procedures but requires some independent judgment in preliminary assembly, formatting and editorial efforts.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Types a variety of difficult material including records, reports, correspondence and other documents requiring reading of handwritten hard copy or understanding prerecorded dictation where terminology includes both commonly used and specialized words which can be readily checked in available references or are typically previously encountered; determines proper format and mode of address; proofreads for general clarity, punctuation, grammar, spelling, capitalization and typographical errors; composes simple responses to routine correspondence; operates such common office equipment as word processing terminals, typewriters, copy machines, and personal computers; may certify documents signed by others with public notary seal; may take and transcribe dictation; may submit draft documents to originator for editing prior to finalizing.
2. As a receptionist, provides nontechnical information and assistance in person and by phone to representatives of other agencies, clients, the general public and others; answers phone, takes messages, transfers calls to appropriate party and provides directions to locations or offices; fulfills requests for nontechnical information, including department rules and regulations.
3. Regularly receives, transports by automobile and delivers agency payroll warrants, pharmaceutical products or similar material of significant value; ensures security measures are maintained; maintains logs and records receipt, delivery times, and dates of materials.
4. Maintains, retrieves and updates hard copy or automated files or records using established procedures and/or coding schemes; edits documents and forms, performing computations to ascertain the correctness of reported information; monitors compliance with agency rules and regulations applying clear-cut governing criteria; compiles data to resolve discrepancies and/or produce records or reports; establishes or redesigns filing systems to ensure ready access of files or records; maintains control of items out of files to assure accuracy of files; prioritizes own work, ensuring activities are timely and adequately performed; uses simple, user friendly spreadsheet or database applications; applies well-defined procedures in the manipulation of stored information to generate records and reports concerning attendance, available benefit time, and other matters similar in complexity.

OFFICE ASSISTANT (Continued)

5. As a central unit word processing operator, transcribes previously recorded dictation from a variety of sources; types a limited range of documents, not involving complex terminology or complex formatting; edits materials by correcting typographical errors, spelling, grammar and punctuation; types labels and/or variable information for pre-established form letters, memoranda, and reports; enters standard commands to bring up forms on the terminal screen, save and/or print documents.
6. May serve as lead worker to lower level office staff; provides guidance and direction to staff in fulfilling clerical office support functions; assigns and reviews work ensuring established methods and procedures are maintained; provides input to the supervisor concerning performance of assigned staff.
7. Follows oral and written instructions gaining experience and knowledge in and applying evolving automated office equipment and technology to tasks performed.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of high school and one year of related office experience.

Knowledges, Skills and Abilities

Requires working knowledge of alpha-numeric sequencing.  
Requires working knowledge of office practices, procedures and programs.  
Requires working knowledge of grammar, spelling and punctuation.  
Requires working knowledge of basic mathematics.  
Requires ability to follow oral and/or written instructions.  
Requires ability to operate commonly used manual and automated office equipment and perform routine maintenance.  
May require licensure as a notary public.  
May require possession of an appropriate valid driver's license.  
May require skill in typing accurately.  
May require skill in taking dictation accurately.  
In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.