

DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	1.016
STATE OF HAWAII	1.017
.....	1.018
Class Specification for	1.019
the classes:	

OFFICE ASSISTANT II, III, IV and V

SERIES DEFINITION

The classes in this series reflect responsibility, as a primary function, for performing a variety of clerical support services. Services provided and duties performed range from simple, routine tasks (e.g., sorting, filing, retrieving, duplicating, mailing, posting and processing paper and electronic data and records; counting, tallying, compiling, verifying and/or correcting information) to more involved activities (e.g., providing information and assistance to others about services available and/or applicable policies and procedures; assisting customers with access to services, screening calls and visitors; scheduling meetings; ordering and maintaining office supplies and equipment; preparing a variety of documents using word processing, spreadsheet and other office equipment and technologies; supervising and performing other clerical activities in support of the day-to-day operations of a work unit).

Levels in this series are distinguished primarily on the basis of the following factors:

1. Complexity of work
2. Supervision received
3. Knowledge and abilities required
4. Nature of available guidelines
5. Supervision exercised

CLASSIFICATION FACTORS AND EVALUATION

The primary key to the interpretation of the classes in this series is a consideration of the **overall** character, scope and complexity of duties. Complexity is relative and the use of the word “complex” in the specification, with or without various modifiers, is in terms of these classes only. The Examples of Duties contain duties representative of a given level and are to be used to clarify the more generalized statements contained in the Class Distinguishers.

Positions in this series typically perform a mixed level of duties, and therefore, will normally be evaluated on the basis of the highest level of work performed for a **substantial** amount of time under general supervision. The presence of a couple of higher level duties performed for an insignificant amount of time, or under close or

immediate supervision for training or other purposes will not be considered in level determination. Moreover, while the Examples of Duties portion of a specification does not normally repeat duties presented in the specification for lower-level classes, it is understood that the duties of lower level classes are an implied part of the range of work of higher level cases. Further, where a specific duty is not mentioned in a specification, its level shall be evaluated in terms of the manner and circumstances in which it is performed and compared against the representative duties listed in the specifications.

CLASS DISTINGUISHERS

OFFICE ASSISTANT II (1.016) – Performs simple to moderately complex clerical work involving various standard clerical routines that are carried out on a regular or rotational basis, in accordance with standard practice and instructions; and/or supervises and participates in performing simple and repetitive clerical work tasks that are primarily procedural in nature and carried out in accordance with specific instructions or clearly defined procedures.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties that are not listed.)*

1. Creates, edits, prints, stores, retrieves and deletes documents using a computer and word processing and other software, in draft or final form, from rough or corrected copy where instructions as to format and arrangement are available. Keyboarding/typing speed and accuracy are typically required.
2. Proofreads typed materials for spelling, punctuation and grammatical errors and makes corrections.
3. Sorts, arranges and files material in accordance with established procedures.
4. Gives out forms and provides standard instructions and assistance to the public in filling out requested information.
5. Checks records and forms such as applications, permits, requisitions, vouchers and other materials for completeness and accuracy in accordance with prescribed procedures.
6. Makes arithmetic computations and verifies totals using an adding machine or calculator.
7. Answers the telephone, routes calls and relays messages to appropriate people.
8. Greets callers and directs them to the appropriate person or office.

- 9 Provides routine information to the public in person or over the telephone.
10. Receives, responds to and sends e-mail messages.
11. Opens, date stamps, sorts, distributes and dispatches mail.
12. Accepts cash payments for standard fees and issues receipts for payments.
13. Operates calculator, photocopier, facsimile and other office machines and equipment.
14. Operates a vehicle as a substantial assignment in the performance of messenger duties.
15. Supervises and participates in the performance of simple and repetitive clerical work on a regular and continuing basis.

OFFICE ASSISTANT III (1.017) – Performs journey level clerical work involving a variety of complex clerical assignments, e.g., those that involve a number of steps/processes and/or referral to a number of different sources and require the use of some judgment to determine appropriate disposition; prioritizes work and carries out assignments independently, in accordance with general instructions and established policies and procedures; and/or supervises and participates in performing moderately complex clerical work.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties that are not listed.)*

In addition to the duties of the lower level:

1. Creates, edits, prints, stores, retrieves and deletes documents using a computer and word processing and other software, in draft or final form, from rough or corrected copy where format and arrangement are not clearly indicated.
2. Prepares, reviews and processes forms, records, reports, applications and other documents for accuracy, completion and conformance to established requirements.
3. Checks records and forms such as applications, permits, requisitions, vouchers and other materials for completeness and accuracy; evaluates the information contained therein for conformance with established requirements; and processes documents in accordance with established policies and procedures.

4. Searches through a variety of paper and electronic files and records, extracts, compiles and summarizes information and prepares periodic and special reports.
5. Composes routine correspondence and letters of acknowledgement.
6. Sets up and maintains paper and electronic files and revises filing systems as necessary.
7. Provides general information and resolves complaints in person or over the telephone involving explanation of rules, regulations, policies and procedures and knowledge of the organization's purpose and functions.
8. Determines the need for and/or makes routine orders for necessary supplies, materials or other items.
9. Makes arrangements for travel, equipment maintenance, telephone service, and other similar matters.
10. Provides training and guidance to, and assigns, reviews and evaluates the work of clerical subordinates performing work comparable to the class Office Assistant II.

OFFICE ASSISTANT IV (1.018) – Performs senior level clerical work that involves a wide range of clerical functions where some originating and planning of work are required and/or a variety of highly complex clerical or administrative tasks that are primarily substantive in nature and requires evaluating information for conformance with established requirements and interpreting laws, rules and regulations in order to determine appropriate disposition and use of judgment because problems are often not covered by standard instructions or established techniques, systems or procedures. Carries out assignments independently, and accomplishes work with substantial use of discretion and selectiveness in deviating from established processes and procedures. Some positions supervise and participate in performing complex clerical work comparable to the class Office Assistant III.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties that are not listed.)*

In addition to the duties of the lower levels:

1. Evaluates and processes documents according to individual circumstances where the correct course of action is not clearly defined.
2. Performs extensive searches through a variety of paper and electronic files and

records, extracts, refines and organizes necessary information and prepares reports.

3. Summarizes materials and prepares reports requiring the interpretation and analysis of data and judgment as to format and details of presentation.
4. Evaluates various office processes and determines which may be performed more efficiently through the use of office automation; sets up databases, templates, procedures, etc. that will best meet user and office requirements.
5. Provides training and guidance to, and assigns, reviews and evaluates the work of clerical subordinates performing work comparable to the class Office Assistant III.

OFFICE ASSISTANT V (1.019) – Supervises and participates in performing highly complex clerical work comparable to the class Office Assistant IV.

In addition to the duties of the lower levels, provides training and guidance to, and assigns, reviews and evaluates the work of clerical subordinates performing work comparable to the class Office Assistant IV.

KNOWLEDGE AND ABILITIES REQUIRED: *(The knowledge and abilities required in order to effectively perform the key duties for each of these classes are indicated in the following table. The degree of each knowledge and ability required is commensurate with the scope and level of complexity of the duties and responsibilities that are reflected in each class.)*

“P” indicates prerequisite knowledge and abilities that must be brought to the job.
“A” indicates knowledge and abilities that are required for full performance but may be acquired on the job, within the probationary period.

	II	III	IV	V
KNOWLEDGE OF:	P	P	P	P
Correct English grammar, spelling, punctuation, word usage and arithmetic				
Office practices and procedures	A	P	P	P
Operation and maintenance of common office appliances and equipment	A	P	P	P
Principles and practices of supervision		**	**	**
ABILITY TO:	P	P	P	P
Read and understand oral and written instructions.				
Write simply and directly.	P	P	P	P

	II	III	IV	V
Compare words and numbers quickly and accurately.	P	P	P	P
Perform arithmetic computations	P	P	P	P
Operate and maintain office appliances and equipment.	A	P	P	P
Compose routine correspondence and other similar material.		P	P	P
Understand, interpret and apply pertinent policies, procedures, laws, rules and regulations.	P	P	P	P
Deal with others in a tactful and polite manner.	P	P	P	P
Supervise, assign, review, and evaluate the work of others.		**	**	**

***Required for positions with supervisory responsibility.*

MINIMUM QUALIFICATION REQUIREMENTS

Experience Requirements:

Except for the substitutions provided for in this specification, applicants must have had progressively responsible experience of the kind and quality described in the statements below and in the amounts shown in the following table, or any equivalent combination of training and experience:

Class Title	Basic Exp (Yrs)	Clerical Exp (Yrs)	Supvy Exp/Aptitude	Total Exp (Yrs)
Office Assistant II	1/2	0	0	1/2
Office Assistant III	1/2	1	**	1-1/2
Office Assistant IV	1/2	2	**	2-1/2
Office Assistant V	1/2	3	**	3-1/2

Basic Experience: Applicants must possess six (6) months of work experience which demonstrated knowledge of English grammar, spelling, arithmetic; ability to read and understand oral and written instructions; write simply and directly and compare words and numbers quickly and accurately.

Clerical Experience: Work experience which involved the performance of a variety of clerical tasks and demonstrated knowledge of office practices and procedures, and the ability to carry out procedures in clerical work systems, and operate various kinds of office equipment and technologies.

****Supervisory Experience or Supervisory Aptitude** is required for positions with supervisory responsibility.

- **Supervisory experience** must have included: 1) planning, organizing, scheduling, and directing the work of others; 2) assigning and reviewing their work; 3) advising them on difficult work problems; 4) training and developing subordinates; and 5) evaluating their work performance, and disciplining them when necessary.
- **Supervisory aptitude** is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects of supervision, e.g., by serving as a group or team leader, or by the completion of training courses in supervision accompanied by application of

supervisory skills in work assignments; and/or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

Keyboarding/Computer Skill Requirement: Some positions require keyboarding proficiency and/or the ability to use computers and word processing and/or other software applications. Positions that require keyboarding/typing skill (40 net words per minute) are typically at the Office Assistant II and higher levels.

Substitutions Allowed:

1. Graduation from high school or equivalent may be substituted for Basic Experience.
2. Excess Clerical Experience may be substituted for Basic Experience.
3. Successful completion of a substantially full-time clerical/office support/business technology curriculum leading to a degree, diploma or certificate at an accredited community college, business or technical school which included courses in English, clerical/office procedures, and mathematics may be substituted for the required Clerical Experience on the basis of fifteen (15) semester credits of satisfactorily completed coursework for six (6) months of experience, up to a maximum of two (2) years.
4. Education in a baccalaureate program at an accredited college or university may be substituted for Clerical Experience on the basis of fifteen (15) semester credits for six (6) months of experience, up to a maximum of two (2) years.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests:

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements:

Applicants must be able to perform the essential duties and responsibilities of the position, effectively and safely, with or without reasonable accommodation.

This is an amendment of the class specifications and minimum qualification specifications for the Office Assistant series, which were approved on May 16, 2008.

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