



Class Specification  
Office Assistant II

Class Code: PB0103

AKPAY Code: P1135

Class Range: 10

Class Status: Active

Employer: State of Alaska only  
\$\$WebClient [Applicants]

Created:		
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Scope: State of Alaska only
Type: Classified Service/Partially Exempt/Excluded  Viewable by the public

Class Title:	Office Assistant II	Class Range:	10
Class Code:	PB0103	AKPAY Code:	P1135
Class Status:	Active	Use MJR Form:	Standard
Class Outline Category:	A-Clerical/Technical/Paraprofessional	Group:	PB - Administrative and Office Support
EEO4:	F - Administrative Support	Family:	PB01 - General Administration
SOC:	43-9061 - Office Clerks, General	State/Local:	06 - Administrative Support
Original Date:	09/01/1994	Census EEO:	586
Original Comments:	ORIGINAL - KL.	Override Local AA Regions:	[this feature not enabled yet] No Override of Local AA Region
Last Update Comments:		Last Update (mm/dd/yyyy):	

Subsequent Revision Dates/Comments:
05/08/2001 - Broaden MQs (cpreecs) 08/15/2003 - Audited (sschwab) 09/25/2008 - Workplace AK spec revision: Added Census Job Code and AKPAY Code fields; Replaced Category field with Class Outline Category; Updated EEO4, SOC, and Class Code fields; Removed DOT field. 07/01/2009 - Administrative Clerk Study - Title Change from Administrative Clerk III to Office Assistant II (PMorrissey).; 10/23/2009 - Update MQ's and MQ questions (PMorrissey) 02/01/2010 - Workplace AK spec revision: Replaced 'Census Job Code' with 'State Local' field; Added 'Census EEO' field; Updated EEO4, SOC, State Local and Census EEO fields.

Series Description:

Office Assistants provide clerical services in administrative, informative, and/or programmatic functions. These services are based on established procedures, precedents, and policies.

Class Definition:

Office Assistant II is the advanced level of the series in which incumbents perform clerical services that require determining administrative and/or programmatic tasks to be completed, prioritizing work, and deciding the appropriate action to be taken based on interpretation and application of the organization's programs, policies, and regulations. Incumbents perform clerical duties that require knowledge and understanding of the organization's regulations, programs, and policies in order to vary procedures depending on different situations, explain requirements to others, and recognize errors and discrepancies in information and take appropriate action.

## **Distinguishing Characteristics:**

Work at this level typically consists of a variety of duties that differ in nature and sequence because of the particular characteristics of each transaction or assignment. Guidelines and precedents are less detailed and explicit than at the lower level. Judgment is required in reviewing and assessing situations and making decisions on selecting the most appropriate course of action within the agency's established procedures. Positions may lead lower-level clerks; in a lead role, incumbents train, assign, and check the work of subordinate staff.

Office Assistant II is distinguished from Office Assistant I by the latter's application of general programmatic or administrative knowledge to complete assigned tasks, while Office Assistant II performs clerical services that require determining administrative and/or programmatic tasks to be completed, prioritizing work, and deciding the appropriate action to be taken based on interpretation and application of the organization's programs, policies, and regulations.

Office Assistant II is distinguished from Office Assistant III by the latter's responsibility to serve either as an office facilitator in an office with no other clerical support or as a lead over a defined clerical unit or sub-unit.

Office Assistant II is distinguished from Secretary by the latter's responsibility to serve as a personal assistant performing a variety of interrelated administrative and clerical duties directly concerned with the work of an agency executive.

Positions whose work is primarily in a single administrative functional area shall be allocated to the job class specific to the area when such a job class exists.

## **Examples of Duties:**

The listed duties are illustrative only and are not intended to describe every function that may be assigned to this job class. General duties may overlap between job classes within the class series; however, positions in this job class may typically:

Assist the public by reviewing difficult or questionable applications or documents; search files and regulations to determine accuracy of information or clarify applicant status; use independent judgment in interpreting and applying criteria, rules, regulations, and policies. On a case-by-case basis, refer more difficult inquiries to the appropriate technical or professional staff, or act as an intermediary between the public and staff to achieve the desired results.

Receive and process applications and issue permits, licenses, vital documents, and/or benefits of limited scope. Examples include, but are not limited to hunting licenses, non-complex public use permits, marriage licenses, birth certificates, and expedited food stamps.

Conduct comprehensive examination of documents and forms using databases, software applications, and established spreadsheets. Identify relevant criteria to independently create, develop, maintain, and disseminate ad-hoc spreadsheets, word processing documents, database files, and report applications in order to assist in project or programmatic operations. Audit files to ensure the accuracy of data, and take corrective measures when inaccuracies are found.

Serve as a resource person for the organizational unit on common office software or agency-specific applications; train and/or advise office staff in resolving software problems of limited scope. Assist staff in using various data and word processing software applications for writing reports and correspondence and tracking work.

Perform difficult word and data processing assignments such as developing graphics, charts, graphs, and tables to be included in reports and correspondence. Independently compose, edit, and format correspondence and memoranda; develop spreadsheets and reports requiring considerable knowledge of standards, formats, and procedures.

Prepare, track, and process staff travel arrangements through the State Travel Office, including securing tickets, lodging, and car rentals; draft TAs (Travel Authorizations) and per diem estimates; and compile and calculate final travel costs for approval and payment.

Review office invoices for payment on purchases; determine appropriate collocation codes, ledgers, programs, and account codes appropriate to the intended purpose of the product or service; verify that coding is correct and requisite documents are complete.

Reconcile in-house obligation journals with accounting databases; identify discrepancies and determine cause of errors.

Review a variety of human resource documents such as employee benefit, location transfer, appointment, and separation documents for completeness, accuracy and compliance with established guidelines; obtain missing information from multiple sources; identify and correct errors; enter routine changes such as collocation code, address, marital status, and name; use judgment in applying criteria, rules, regulations, and policies.

Process semi-monthly and bi-weekly payroll; review timesheets to verify accuracy, appropriate coding, and compliance with alternate/reduced workweeks, overtime eligibility, and compensatory time; monitor time-and-attendance and leave data.

Track leave use under the Family and Medical Leave Act and the Alaska Family Leave Act; send standard forms or templated notification letters.

Create and maintain recruitment files, enter hard copy applications into computerized recruitment system, and enter disposition comments.

Conduct computer searches in databases such as the APSIN (Alaska Public Safety Information Network) or the NCIC (National Crime Information Center) to obtain information for background investigations.

Effectively maintain the supply inventory list and the list of vendors for recurring office supply orders.

Open, date stamp, and route incoming mail.

**Knowledge, Skills and Abilities:**

Working knowledge of correct business practices, correspondence, and typing formats, including the proper use of English grammar, composition, spelling, and punctuation.

Working knowledge of personal computer-based workstations and related business software suites.

Working knowledge of the principles and practices of clerical support procedures, including account keeping, requisitioning, stock maintenance, filing, correspondence, and reporting.

Skill in performing basic arithmetic such as fractions, decimals, and percentages.

Ability to read and comprehend statutes, regulations, and procedures, apply them to specific situations, and explain procedures and requirements to the public and others.

Ability to search for, select, and compile and/or summarize data and information.

Ability to compare data from a variety of sources for accuracy and completeness, identify discrepancies or inaccuracies, and make corrections.

Ability to write memoranda and correspondence related to the work.

Ability to establish and maintain cooperative relations with those contacted in the course of the work.

Ability to work independently and prioritize workload.

**Minimum Qualifications:**

High school diploma or the equivalent.

AND

One year of experience that includes clerical tasks such as greeting clients, answering phones, typing, filing, sorting mail, entering data, receiving payments, making change, or maintaining logs.

Substitution:

Education from an accredited college may substitute for the required experience (3 semester hours or 4 quarter hours equal one month of experience; 150 hours of vocation education equal one month of experience).

## Required Job Qualifications:

*(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)*

### Special Note:

"High school diploma equivalent" means one of the following: 1) a G.E.D.; 2) completion of any basic adult education course equivalent to 480 class hours (16 weeks at 30 course hours per week); 3) acceptance in full standing by an accredited college or university; 4) highest grade of school completed plus an amount of paid or volunteer experience that totals 12 years and includes basic clerical tasks such as greeting clients, answering phones, typing, filing, sorting mail, entering data, receiving payments, making change, or maintaining logs.

Some positions in this class may require the incumbent to operate motor vehicles. Such positions require that the applicant possess a regular driver's license and be 18 years of age or older.

Some position in this class may require skill in typing. Recruitment and selection may include this requirement.

### Minimum Qualification Questions:

Do you have a high school diploma or the equivalent?

AND

Do you have one year of experience that includes clerical tasks such as greeting clients, answering phones, typing, filing, sorting mail, entering data, receiving payments, making change, or maintaining logs?

### Or Substitution:

Do you have a high school diploma or the equivalent?

AND

Do you have one year in any combination of education from an accredited college or vocational school (3 semester or 4 quarter hours of college education equal one month of experience; 150 hours of vocational education equal one month of experience) and work experience?