



## CITY OF LEMON GROVE

**Class Title: Office Aide  
Department: Various  
Part Time/Non Benefited**

### **GENERAL PURPOSE**

Under the general supervision, performs general office procedures including use of office equipment, typing, filing, data entry, answering telephones, working with the public and other related duties as required.

### **SUPERVISION RECEIVED AND EXERCISED**

This position receives direction from Department Directors and the City Manager.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Provide customer service to the public;
- Create memos and other correspondence;
- Answering multi line telephones;
- Provide requesting information from staff and public;;
- Assist in the maintenance of department files;
- Maintain front counter and office area;
- Coordinate the ordering of office supplies;
- Perform general clerical duties including typing, mailing, filing, copying, and maintaining records; and
- Perform related work as required.

### **EDUCATION AND EXPERIENCE**

Any combination equivalent to the education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- High school graduations, G. E. D. or equivalent, supplemented by course work in general office practices, typing, accounting, and data processing; and
- Two years of increasingly responsible related experience, preferably in customer service experience or governmental or municipal setting.

### **LICENSES OR CERTIFICATION**

Possession of a valid Class C California driver's license

### **KNOWLEDGE OF:**

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- Principles and practices of reservations, record keepings and reporting;
- Principles and practices of effective customer service;
- Modern office procedures, methods and equipment, including computer equipment; and
- Microsoft Office programs, including Word, Excel, and Outlook.

### **ABILITY TO:**

- Perform detailed and accurate work;
- Effectively meet and deal with the public
- Multi-task;
- Communicate clearly and concisely, both orally and in writing;
- Establish and maintain effective working relationships with staff and the public;
- Utilize personal computer and other miscellaneous office machines; and
- Exercise good judgment and prioritize daily functions.

### **TOOLS AND EQUIPMENT USED**

Basic office equipment, including multi-line office telephone, personal computer, printer, facsimile, copier, and postage machine.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Requires frequent lifting, pulling, and/or pushing objects that are 20 pounds. Required to work at a computer for prolonged periods of time generating reports and documents. Frequently required to sit, stand, reach, lean, twist, turn, bend and kneel, use hands to finger, handle, grasp, feel or operate objects, sit for prolonged periods of time. Hear and speak to vendors, the general public and City staff on the telephone and in person. Read documents, specifications, reports, contracts, correspondence, memoranda, and other records. Requires vision (which may be corrected) to read small print often found on documents. Operate a multitude of office equipment.

### **WORK ENVIRONMENT**

Generally quiet office environment that can be fast paced at time. May require minor travel with use of personal vehicle.

### **GUIDELINES**

The duties listed above are intended only as illustrations of the various types of work that may be performed. The list may not include all required duties. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved by Lemon Grove City Council: