

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Office Assistant IV
Department: General
Revised : November 2011

Class : Administrative Support
FLSA: Non-exempt

This job description supersedes any prior description for the Office Assistant IV classification.

GENERAL DESCRIPTION

Highly responsible clerical work involving making independent decisions on problems encountered within the assigned work. Supervision is provided by an administrative superior, who reviews work through periodic conferences and analysis of work performed. This class is differentiated from level III classes by the complexity and variety of work performed.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Types, composes, and proofreads memorandums, letters, reports, charts, and other documents.

Processes information requests; resolves problems within the framework of established policies, procedures, laws, and ordinances.

Provides operational supervision or guidance to other clerical employees and participates in their duties as necessary.

Maintains a variety of detailed records and files; prepares a variety of detailed reports.

Processes applications from clients for specific governmental assistance programs, which may include verifying employment or income of clients.

Verifies collections from clients for specific programs and prepares bank deposits; processes the payment of invoices.

OTHER JOB FUNCTIONS

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of office practices, procedures, and applications.

Considerable knowledge of departmental programs and policies.

Considerable knowledge and ability to proofread, use correct grammar, vocabulary, and spelling.

Skill in operating personal computers and related software including Microsoft Word, Excel, and PowerPoint with proficiency.

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Ability to type with accuracy at the speed required by the particular position; correct spelling, grammatical punctuation, and few typing errors; use judgment in organizing and establishing arrangement and format; and to perceive sentence and grammatical structure using technical language and to establish complicated formats from dictating equipment.

Ability to plan, organize and operationally supervise the work of subordinate clerical employees.

Ability to analyze and record information and to balance figures.

Ability to organize, compile, and summarize information in an effective format.

Ability to apply independently specific laws, departmental rules and regulations relating to verifying, processing and maintaining records and documents.

Ability to resolve problem situations; ability to be resourceful in gathering and giving program information.

Ability to answer most inquiries and questions independently.

Ability to establish and maintain effective working relationships with fellow employees and the general public.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 10 lbs or less. Work includes extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee may be exposed to hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school and two years of clerical experience, preferably supplemented by community college courses in secretarial science or business administration. A valid driver's license may be required dependent upon the department assigned to and the specific job responsibilities of the position.

**This job description does not create an employment contract,
implied or otherwise.**