

**ROWAN COUNTY  
HUMAN RESOURCES**

**JOB DESCRIPTION**

**Job Title:** Office Assistant II  
**Department:** Tax Collector's Office  
**Revised:** October 2020

**Class :** Administrative Support  
**FLSA:** Non-exempt

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

**GENERAL DESCRIPTION**

General clerical work requiring knowledge of office practices and procedures and the ability to communicate effectively with the public. Supervision is received from an administrative superior who reviews work through periodic conferences and analysis of work completed.

**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 and proofreads a variety of reports, letters, memos, and documents.

Greets the public; screens office and telephone callers; answers questions regarding departmental programs and procedures.

Receives and routes mail to the appropriate individuals and departments.

Schedules appointments and meetings.

Organizes and maintains filing systems.

**OTHER JOB FUNCTIONS**

Performs related duties as required.

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

**KNOWLEDGE, SKILLS, AND ABILITIES**

General knowledge of office practices and procedures; general knowledge of postal rules and regulations.

Ability to arrange, place, and file records and reports into a proper sequence.

Ability to type with accuracy at a minimum speed of 40 wpm; ability to recognize and correct spelling and typing errors.

Ability to effectively communicate in person and by telephone; to be tactful and courteous and to use decorum in projecting a favorable public image.

Ability to follow oral and written instructions and procedures.

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Ability to gather and give basic information and instructions regarding departmental programs based upon inquiries.

Ability to maintain effective working relationships with other 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 or high school equivalency; general clerical or secretarial experience preferred. 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.**