



Office Assistant

Updated: 5/29/2019

- Classification:** Full-time, non-exempt
- Compensation:** \$13.77/hour (\$28,642 annually)
- Benefits:** Medical, Dental, Vision, Life, Paid Time Off, paid Holidays
- To Apply:** Submit a cover letter summarizing your qualifications **and** a professional resume with contact information to: Francesca@casaofmonterey.org

APPLICATIONS MISSING EITHER A COVER LETTER OR RESUME WILL BE DEEMED INCOMPLETE.

No calls please. This position will remain open until filled. CASA of Monterey County reserves the right to begin interviews as soon as qualified applicant submissions are received.

Court Appointed Special Advocates (CASA) for Children of Monterey County, a nonprofit 501(c) (3) organization, is a member of both National and California CASA Associations, and is part of a national network of close to over 950 CASA/GAL programs. CASA's mission is to train and support community volunteers who advocate for abused or neglected children placed in foster care, upholding the children's rights while pursuing a safe and permanent home. We improve the lives of children in the foster care system by pairing them with trained volunteers from the community who advocate for them and stand by their side as stable adults they can count on as they go through the chaos of the foster care system.

DEFINITION

Under general supervision, provides a variety of office support activities which may include word processing, data entry, organization, telephone and counter reception, processing of documents, record keeping, and filing; creates routine forms, memoranda, correspondence, and/or reports; performs routine operation of equipment; provides information and assistance to staff and the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Functional or technical supervision may also be received from staff. This position exercises no direct supervision of staff.

CLASS CHARACTERISTICS

Incumbents typically have a minimum of one year general clerical experience and work under immediate supervision while learning job duties.

ESSENTIAL FUNCTIONS

CASA of Monterey County reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Examples of typical job functions (illustrative only):

- Performs a variety of support duties related to the work unit to assist staff in routine office activities.
- Answers the telephone; provides accurate information and answers general questions or forwards calls to appropriate staff person; takes messages as necessary.
- Gathers information from a variety of sources for the completion and processing of forms, records, applications, etc.; contacts individuals to obtain additional information.
- Maintains records and processes various forms, applications, permits or other documents specific to the organizational unit.
- Types various documents from drafts, notes, dictated tapes or brief instructions, which may include correspondence, reports, records, forms, notices, meeting minutes, etc.; may compose routine correspondence and other documents as required.
- Proofreads and checks typed and other materials for accuracy, completeness and compliance with departmental policies and regulations.
- Establishes and maintains office files; researches and compiles information from such files.
- Enters and retrieves computer data; generates routine computer reports and/or spreadsheets.
- Schedules appointments, procedures, activities, meetings, etc., as required.
- May perform various back up payroll and bookkeeping tasks, which may include but are not limited to calculating monies due, collecting and receipting monies, processing reimbursements, preparing bank deposits, etc.

- Provides information and assistance to staff, other agency personnel, and the public, requiring the understanding of policies, procedures or rules.
- Performs other routine clerical support work as required, which may include but is not limited to copying documents, filing / retrieving files, processing mail, faxing information, collating documents, maintaining lists and logs, scanning/imaging/indexing documents, ordering and maintaining inventory of supplies and forms, etc.
- May provide instruction and training to new, temporary or part-time staff as assigned.
- Attends various meetings and training as required or appropriate.
- Completes special projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Basic clerical practices and procedures, including the use of basic office equipment.
- Basic record-keeping, report preparation and filing systems and methods.
- Correct English usage, including spelling, grammar, punctuation and vocabulary.
- Basic business arithmetic.
- Business letter writing and the standard format for typed materials.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and staff.

Ability to:

- Learn, understand, interpret, and apply policies, procedures, and standards.
- Performs detailed clerical work accurately.
- Learn specialized processes, procedures and office support tasks related to the department to which assigned.
- Understand and follow oral and written instructions.
- Maintain accurate records and files.
- Maintain confidentiality as required.
- Type accurately at speeds necessary for successful job performance.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Deal tactfully and effectively with persons contacted in the course of work, including those of diverse socio-economic and cultural backgrounds.
- Perform required mathematical computations accurately.

EDUCATION AND EXPERIENCE

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth grade and one year of general clerical experience.

LICENSE AND CERTIFICATES

Some positions assigned to this classification will require possession of a valid California Class C Driver's License.

WORKING CONDITIONS

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

Environmental Elements

Employees work in an office environment with moderate to high noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Some positions may be exposed to dust, unpleasant odors and fumes. Employees may interact with members of the public or with staff under stressful conditions while interpreting and enforcing policies and procedures.

Any person convicted of, or having charges pending for a felony or misdemeanor involving a sex offense, child abuse or neglect, or related acts that would pose risks to children or CASA's program credibility, are automatically ineligible for employment with CASA of Monterey.

CASA follows an equal opportunity employment policy, and employs personnel without regard to race, creed, color, religion, national origin, gender, sexual orientation, age, physical or mental disability, veteran status, marital status or any other consideration made unlawful by federal, state or local law, ordinance or regulation.