

DEPARTMENT AIDE
(An Unclassified, At-Will Position)

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under supervision, performs a variety of office support and clerical duties and activities of a general and specialized nature for an assigned office; relieves department staff of routine administrative detail; receives and directs telephone calls and visitors; provides a variety of information to other agencies, City staff, and the general public; receives, routes, and distributes incoming and outgoing mail; and maintains a variety of files and records.

Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Department Assistant level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and/or fits an established structure or pattern. Exceptions or changes in procedures are explained as they arise. The Department Aide class is distinguished from the Administrative Aide class in that the Department Aide routinely performs duties and assignments that require confidentiality and discretion related to employee and labor relations.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Assists the general public and outside groups and agencies by providing information related to specific program area of assignment; receives office and telephone callers; responds to complaints and requests for information relating to assigned responsibilities; refers callers to appropriate City staff for further assistance as needed.
- Verifies and reviews materials, applications, records, and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports; provides information and forms to the public; collects and processes appropriate information.
- Maintains accurate and up-to-date files and records for assigned areas; develops and monitors various logs, accounts, and files for current and accurate information; develops, organizes, and maintains filing systems.
- Performs a variety of routine clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintains a variety of accounting records, logs, and files; provides assistance to department staff, vendors, and the general public in assigned areas.
- Types, word processes, and proofreads a variety of documents and forms including general correspondence, reports, and memoranda from rough draft or verbal instruction; disseminates information as appropriate.
- Operates a variety of office equipment including a typewriter, switchboard, copier, facsimile machine, adding machine, cash register, and computer; utilizes various computer applications and software packages.

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- Compiles, prepares, and enters data into a computer from various sources including accounting, statistical, and related documents; inputs corrections and updates; verifies data for accuracy and completeness; assists in the compilation of reports.
- Processes mail including receiving, sorting, and distributing incoming and outgoing correspondence.
- Maintains office supplies and inventories; order supplies as needed.
- Maintains calendar of activities, meetings, and various events for assigned staff; coordinates activities with other City departments, the public and outside agencies.
- As assigned, arranges and attends committee and staff meeting; takes, transcribes, and assures proper distribution of minutes.
- As assigned, collects information for, designs, and produces newsletters, brochures, and other specialized documents using desktop publishing software and other computer applications.
- Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

English usage, spelling, grammar and punctuation.
Modern office procedures, methods and equipment including computers.
Computer applications such as word processing and spreadsheet applications.
Principles and procedures of record keeping and filing.
Methods and techniques of proper phone etiquette.
Mathematical principles.
Basic principles of business letter writing and basic report preparation.

Ability to:

Learn the organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
Learn, interpret and apply general administrative and departmental policies and procedures.
Perform a variety of office support and clerical duties and activities of a general and specialized nature for an assigned office.
Respond to requests and inquiries from the general public.
Type and/or enter data at 45 wpm.
Operate and use modern office equipment including a computer and various software packages.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Conduct assignments with discretion; exercise good judgment and maintain confidentiality of critical and sensitive information, records, and reports.
Demonstrate an awareness and appreciation of the cultural diversity of the community.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

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Education and Experience Guidelines - Any combination of 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:

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

One year of general clerical experience involving typing and preferably involving extensive public contact.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 the essential job functions.

Environment: Standard office setting. Exposure to dust from paperwork. Work schedule is 9/80 with alternating Fridays off in a biweekly period. Work environment is both formal and informal, team- and autonomy-oriented, having variable tasks, pace and pressure.

Physical: Primary functions require sufficient physical ability to work in an office setting and operate office equipment. CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 20 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate reference books and manuals; lifting objects weighing 20-35 lbs. from below waist to above shoulders and transporting distances up to 50 feet.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.

Hearing: Hear in the normal audio range with or without correction.

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Revised by
MH