

**YOLO COUNTY HOUSING  
OFFICE ASSISTANT I/II  
NON-EXEMPT**

**OFFICE ASSISTANT I  
OFFICE ASSISTANT II**

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

**DEFINITION**

To perform a wide variety of general clerical duties in support of assigned program area; to greet and direct visitors to Yolo County Housing; to provide general information to potential applicants and tenants; to work with contractors and vendors; to coordinate management schedules; to organize meetings; and to perform a variety of clerical duties relative to assigned area of responsibility.

**SUPERVISION RECEIVED AND EXERCISED**

Receives supervision and takes direction from the assigned management or supervisory level staff.

**ESSENTIAL FUNCTION STATEMENTS**

*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

**Essential Functions:**

1. Perform general clerical duties including typing, filing, reception and mail distribution.
2. Type, proofread and process a variety of documents including general correspondence, memos, and statistical charts.
3. Receive, sort and distribute incoming and outgoing mail; ensure mail is processed in a timely manner.
4. Perform receptionist duties; answer the telephone and wait on the general public; give information on program policies and procedures.
5. Responsible for ordering office supplies; processing orders and receiving department head approval; submitting invoices to finance department.
6. Assist in the enrollment of participants in programs.
7. Issue, receive, type and process a variety of applications, payments and related documents.

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8. Accept monthly rents and bills for fees; record payments; send delinquent notices when necessary; process bank deposits.
9. Schedule inspections and appointments as assigned; notify appropriate parties.
10. Sort and file documents and records; maintain alphabetical, index, and cross-reference files.
11. Assist in the organization of meetings or conferences and coordinate master and/or management schedules including contacting contractors, vendors, and/or government and community agencies.
12. Operate standard office equipment including copiers, facsimile machines, and computer hardware and software programs as assigned.
13. As assigned, process rental applications for housing units; prepare and maintain waiting lists of potential applicants.
14. In accordance with Government Code 3100, perform the duties as disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Executive Director, Yolo County OES and/or the State of California DHS.
15. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
16. Abide by the YCH Risk Control Policy Statement assuring the highest level of safety and well being of residents, tenants, employees, volunteers and visitors, abiding by all applicable laws and regulations which govern the health and safety of all, and employing risk control methods where feasible to prevent and control losses. Report any observed or reported health, safety, and risk concerns to your supervisor, a member of the management team, or member of the YCH risk control committee.
17. Perform related duties and responsibilities as required and/or assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles of business letter writing and basic report presentations. Proper grammar, spelling, punctuation, and composition of client and agency letters.
- Office procedures, business mathematics application, computer office equipment and procedures, and statistical recordkeeping methods.

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- Basic computer software including MSWord, Excel and Outlook.
- Application of filing, indexing and cross-referencing methods.
- Operation of standard office equipment.
- Principles and procedures of record keeping, reporting, and filing systems.

**Ability to:**

- Communicate clearly and concisely, both orally and in writing.
- Learn the organization, procedures and operating details of the division or program to which assigned.
- Maintain accurate records and files including verification of data.
- Receive and distribute mail.
- Operate a personal computer using various applications and related programs, including standard, as well as proprietary software.
- Deal diplomatically and sensitively with clients, contractors, vendors, other agency representatives, and the general public.
- Respond to requests and inquiries from tenants and the public.
- Maintain confidentiality.
- Follow policy and adhere to procedures.
- Learn and interpret pertinent Federal, State, and local codes, laws, and regulations.

**Experience and Training Guidelines**

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

**Experience/ Training:**

The general distinction between the Office Assistant I and II positions are summarized as follows:

	<b>Office Assistant I</b>	<b>Office Assistant II</b>
Experience	1+ years clerical experience	3+ years clerical experience

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Education	HS diploma, GED or 12 <sup>th</sup> grade equivalent.	HS diploma, GED or 12 <sup>th</sup> grade equivalent. Associate degree preferred.
	Combination of education and experience equivalent to 1+ years.	Combination of education and experience equivalent to 3+ years.

**Physical Demands:**

Essential functions require maintaining physical condition necessary for sitting or standing for prolonged periods of time in an office environment. Have hand strength and the manual dexterity to operate keyboard equipment. Must be able to stretch, bend, and lift up to 10 pounds. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodation can be made to the Human Resources.

**Special Requirements:**

- If driving: Current automobile insurance in accordance with California law and, a valid California driver’s license, including a driving record acceptable to the YCH insurance company and insurable by YCH insurance carriers is preferred.
- Provide required proof of legal right to work in the United States.
- Employees in this classification are required to pay monthly union dues.
- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

*Yolo County Housing is an equal opportunity employer.*

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