

JOB DESCRIPTION

Essex County, VA

Job Title	Office Associate – CAO Office
Department	County Administration Office
Category	Full Time
FSLA	Non-Exempt
Pay Grade	
Report to:	Assistant to County Administrator or County Administrator
Supervises:	NA

JOB SUMMARY/PURPOSE

The purposes of this position are to provide clerical duties under supervision to receive, review, respond to and appropriately refer inquiries and requests for information. The work involves attention to details to maintain accurate records of board appointments, filing, prepare minutes from recording, typing letters, public notices agenda, etc.; proofreading, receptionist duties and answering customer inquiries with more difficult problems being referred to a supervisor for assistance. An Office Associate is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

ESSENTIAL JOB FUNCTIONS

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Screens incoming phone calls, mail, concerns and questions; serve as first contact for customers to answer questions and explain policies governing CAO operations; provides information and appropriate contact information; takes action if appropriate or refers to appropriate resource if required;
- Clerical duties include: Typing letters, reports, public notices, recruitment notices, a variety of documents from rough draft, preparing minutes from recordings for the Board of Supervisors, Planning Commission and Board of Zoning Appeals;
- Checks/proofreads figures, forms, and letters for accuracy, formats documents and brochures;
- Sorts forms, papers, and printouts for copying, prepares packets of information for distribution, handles filing, etc.;
- Maintains list of those appointed to Boards and Commission including date of appointment and term ending date; prepares letters of appointment; maintains appropriate forms completed by all candidates in accordance with regulations for economic interest, etc.;
- Picks up and distributes mail;
- Maintains confidential information;
- Orders office supplies, food, flowers, frames for resolutions, and process invoices;
- Schedules use of training room, meeting rooms and Sanctuary room by County officials and the public for rental; obtains fees, insurance certificate and ABC license for rentals;

- Greets callers and visitors and directs them to the proper source and gives general information;
- Compiles reports for departmental, public, or county records;
- Ensures that all work is conducted in a safe manner and all work safety practices are followed;
- Performs similar or related work as required, directed or as situation dictates;
- Assists other department staff as needed to promote a team effort to serve the public;
- Continues training; keeping current with county events and projects;
- Consistent on-site and on-time attendance is essential for this position based on assigned schedule.

MINIMUM REQUIREMENTS TO PERFORM WORK

Education and Experience:

- High school diploma with over two years of office experience with a preference of municipal work experience or any equivalent combination of education, training and experience that provides the requisite knowledge, skills and abilities for this job.

Licenses or Certificates:

- Valid Driver's license

Knowledge, Skills and Abilities:

- Knowledge of standard office practices, procedures, equipment, terminology and clerical techniques;
- Working knowledge of the use of office automation applications and equipment, business arithmetic, American business English and spelling;
- Knowledge or ability to learn about county government operations, policies and procedures;
- Ability to type accurately and perform filing duties;
- Ability to establish and maintain effective working relationships with other employees, public officials and the general public;
- Ability to process large volumes of paperwork; ability to type with speed and accuracy and to develop and maintain detailed and accurate records and files;
- Ability to prioritize and organize work assignments to meet established deadlines to complete tasks efficiently and accurately and ability to multitask;
- Ability to understand and follow oral and written instructions;
- Ability to maintain and protect confidential information;
- Ability to communicate effectively, both orally and in writing;
- Ability to use Windows-based software (e.g. Word and Excel);
- Ability to maintain motivation, composure, and self-esteem in stressful situations;
- Ability to make sound judgments and decisions based on established county policies and procedures.

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions-when driving		X		
Work in high, precarious places	X			
Work with toxic or caustic chemicals	X			
Work with fumes or airborne particles	X			
Work near moving mechanical parts	X			
Risk of electrical shock	x			
Vibration	X			
Equipment Used – Computers, office equipment, recording equipment, copier, scanner, fax				X

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing		X		
Walking		X		
Sitting			X	
Talking & Hearing				X
Using hands/fingers to handle/feel			X	
Climbing or balancing - stairs		X		
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms			X	
Tasting or smelling	X			
Bending, pulling, pushing		X		
Other-Driving		X		
Other-Describe _____				

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)	X			
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision requirements

Close vision (i.e. clear vision at 20 inches or less)

Distance vision (i.e. clear vision at 20 feet or more)

Color vision (i.e. ability to identify and distinguish colors)

Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)

Depth perception (i.e. three-dimensional vision, ability to judge distances and spatial relationships)

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change).

