**POSITION TITLE**: **Office Assistant**

**Primary Purpose:**

Performs clerical tasks such as sorting and routing incoming materials/correspondence, faxing, filing, data entry, and ordering office supplies. May provide back-up coverage for the reception desk.

**Essential Job Functions:**

1. Provides general office and clerical support such as basic typing and data entry in software systems to ensure proper support to the unit.
2. Reviews and verifies accuracy of data; processes invoices and generates reports to ensure data accuracy.
3. Scans and files forms and documents using electronic/manual filing systems to ensure appropriate document retention.
4. Picks up, sorts and distributes mail and materials to ensure efficient document delivery within the unit.
5. Provides front office coverage by greeting visitors and directing them to appropriate persons and/or answering phones, routing calls, and taking messages to ensure quality customer service is provided to visitors.
6. Orders and maintains inventory of office supplies, assists with facilitating office equipment repairs to ensure materials and equipment are readily available.
7. Performs other duties as assigned.

**Knowledge, Skills and Abilities:**

## Basic knowledge of MS Office Suite (Word, Excel and Outlook), automated office equipment, and office practices and procedures (e.g., filing, answering telephones, receptionist duties, and supply/equipment ordering).

## Ability to understand and follow oral and written instructions.

## Data entry skills.

## Ability to exercise proper telephone protocol and handle difficult customer situations.

## Excellent customer service and communication skills.

## Proactive, punctual and reliable.

**PHYSICAL REQUIREMENTS / WORKING CONDITIONS**

1. Ability to communicate effectively with others.
2. Ability to work cooperatively with colleagues and supervisory staff at all levels.
3. May be exposed to short, intermittent, and/or prolonged periods of sitting and/or standing in performance of job duties.
4. May be required to accomplish job duties using various types of equipment/supplies, to include but not limited to pens, pencils and computer keyboards.

**Marginal Functions:**

**Required Education:** High School Diploma or Equivalent

**Required Experience:**

One (1) year of clerical experience in an office environment.

**Other Preferred Qualifications:**