

STOKES COUNTY ARTS COUNCIL

OFFICE ASSISTANT II

General Statement of Duties

Performs a variety of office or program support duties requiring an understanding of the department or organization's services with dependability, independence and substantive knowledge in the performance of special assignments relating to the program or office operations assigned.

Distinguishing Features of the Class

Employees in this class responsibly perform a variety of clerical and administrative support duties. Work generally requires that employees handle day-to-day activities such as information processing and referral. Clerical duties are varied with an element of program or organizational complexity. Independence of action is required and there is a significant level of self-initiative in performing activities. Unusual situations may be referred to others for guidance; however, difficult decisions are acted on if a policy requiring interpretation or precedent is present. General knowledge of the county or related functions are needed. Guides may include a variety of written manuals and instructions, as well as oral instructions. Judgement is required in selecting and applying the appropriate guide; deviations from established procedures or unprecedented situations are referred to others. Work is performed under the supervision of the Department Head or other higher-level supervisor and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Duties and Responsibilities

Essential Duties and Tasks

Serves as office, budget or program support to department head and other management levels, screens calls and inquiries, secures and gives information.

Receives and greets visitors, gives information concerning visitors' needs, handles requests independently.

Secures information via telephone or personal contact, selects appropriate materials to answer questions, may process mail for the unit, and may handle confidential items and/or material.

Makes appointments and coordinates arrangements for meetings and conferences, may coordinate compilation of materials, agenda items, and data for meetings or appointments, may take minutes of a board or committee meeting.

Adequate knowledge of a computer and software in order to generate correspondence, memoranda, notes, minutes, reports or other materials such as spreadsheets, marketing material, etc., reviews work for compliance with instructions, spelling, punctuation, and basic grammar, proofreads final copies of materials. **Working knowledge of software such as Word, Publisher, Excel, Power Point, and Quickbooks. Quickbooks is a must in order to accomplish the requirements of this position. Knowledge of sales tax reporting, basic bookkeeping skills and financial reporting. Ability to reconcile bank statements and monitor investment accounts. Ability to communicate with auditor regarding tax laws and bookkeeping practices as well as preparing reports for auditor review annually.**

An employee in this class is also required basic knowledge of various software programs such as Donor Tools (fundraising software), Square Up or other debit/credit card transaction equipment and reporting, PayPal, and Constant Contact (marketing software). Ability to prepare news releases and coordinate advertising to news media sources.

Files and retrieves materials based on limited information and performs periodic follow-up activities.

Inputs data into computer system, verifies and edits data and corrects as necessary.

Screens and routes materials according to content of communications.

Maintains activity records and files, initiates appropriate follow-up or further action based on the status of office activity.

May process purchase requests or personnel actions for the department, reconciles monthly budget printouts and tracks line item expenditures.

Handles cash transactions for the department, prepares bank deposits and makes deposits as necessary.

Retrieves mail and processes mail with reply correspondence.

Provides backup assistance to other roles in the department.

Additional Job Duties

Performs related duties as required as directed by the Supervisor/Department Head.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Ability to multi-task and excellent organization skills.

Considerable knowledge of office practices and procedures.

Considerable knowledge and ability to use correct grammar, vocabulary, and spelling.

Working knowledge of arithmetic and its uses in general office work.

Ability to communicate effectively in person and by telephone.

Ability to gather and give basic information and instructions on departmental programs based on inquiries.

Ability to learn a general knowledge of persons and departmental programs.

Ability to be tactful and courteous.

Ability to gather and compile materials from a variety of sources.

Ability to operate any office machines at the speed required by the position such as a telephone, computer, calculator, printer, fax, automated cash register, or other equipment as required.

Ability to use judgment in organizing and establishing priorities of the work assigned.

Ability to record information and balance figures.

Ability to compile information based on general instructions.

Ability to arrange and place records, reports and files into a proper sequence.

Ability to establish and maintain effective working relationships with supervisors, employees, and the general public.

Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, grasping, talking, hearing and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Some positions assigned to this class may require light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Must possess the visual acuity to prepare and analyze data and figures, operate a computer, and determine the accuracy, neatness, and thoroughness of the work assigned. Some roles in this class may be required to take minutes of meetings.

Desirable Education and Experience

Graduation from high school and several years of experience in progressively responsible administrative/office management or completion of a two-year secretarial science or business administration program and experience as described above, or an equivalent combination of education and experience.