



CALHR
invites applications for the position of:

Office Clerk II or III (Spanish Bilingual)

SALARY:	See Position Description
DEPARTMENT:	Inyo County Health and Human Services
OPENING DATE:	09/10/21
CLOSING DATE:	09/24/21 11:59 PM

POSITION INFORMATION:

SALARY INFORMATION

- Office Clerk II - \$3094 - \$3764 per month.
- Office Clerk III - \$3243 - \$3940 per month.

OFFICE ASSISTANT II

Performs a variety of general or specialized clerical duties related to filing, reception, form processing, record maintenance, mail, typing or data entry; obtains and compares information related to department records, programs, and services; may perform the initial applicant screening as an incidental function and initiate cases through the department's automated system; and performs related work as required.

Working under general supervision, Office Assistant II is the journey level in the Office Assistant series. Employees at this level are expected to be fully qualified and able to perform difficult and responsible office support work within the framework of established work methods and procedures and to use independent judgment in selecting and applying specific references, procedures, sequences, and alternatives to different work situations, referring non-procedural questions to the supervisor. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Office Assistant I, or if filled from the outside, require prior related experience.

The Office Assistant II differs from the Office Assistant III by the level of supervision received, the scope and effect of functions performed, the degree of independence exercised, and the complexity of work assigned. The Office Assistant III may also be assigned lead worker duties, or screening duties on a consistent rather than incidental basis. The Office Assistant series differs from the Account Clerk series in that the primary duties of the Account Clerk involve the application of mathematical skill and ability in the use of financial, numerical and statistical data and information. The Office Assistant class performs a wide variety of general office support duties in which the use of mathematical ability is incidental to the primary function and most frequently performed duties.

OFFICE ASSISTANT III

Under limited supervision, the Office Assistant III performs highly responsible, specialized, and technical office support activities; explains rules, policies, and operations related to department records, programs, and services; may serve as a lead-worker and provide training and work assignments to a group of office support staff; may conduct initial application screening interview and initiate cases through automated systems; and performs related work as required.

The Office Assistant III is the advanced journey level in the Office Assistant series. Incumbents either act as lead-worker to a group of office support staff, perform applicant screening in addition to other primary responsibilities, or exercise a detailed subject matter knowledge of a specific and complex program area or specialized record keeping system.

The Office Assistant III differs from the Screener in Social Services in that the Screener classification is assigned the screening function as a primary responsibility, while the Office Assistant III may have primary responsibility for other advanced clerical functions, and screening duties represent a less significant portion of the overall responsibilities of the position.

EXAMPLES OF DUTIES:

OFFICE ASSISTANT II

Duties may include, but are not limited to, the following:

- Addresses complaints and explains regulations to customers or the public.
- Responds to inquiries regarding departmental functions, services, policies, and procedures.
- Obtains information from customers, visitors, or callers to determine appropriate resource, action, document, or staff referral to meet their needs.
- Explains the proper use of forms and documents.
- Prepares items for mailing and sorts and distributes incoming mail according to established guidelines and procedures.
- Operates multiline telephone system including answering calls, transferring calls, and taking messages.
- Schedules customer appointments and maintains schedules for technical or professional staff.
- Composes correspondence, reports, memos, and other documents.
- Reviews and processes forms/documents in accordance with established guidelines and procedures.
- Monitors and updates manual or electronic files.
- Operates a variety of standard office equipment.
- Compiles information to respond to questions or address issues.
- Reviews submitted forms or applications to verify accuracy and completeness.
- Operates automated systems, or other department-specific computer systems.
- Maintains accurate department and customer records.
- Performs initial screening of applications for departmental services.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

Knowledge of:

- General office functions, procedures, equipment, and filing systems.
- General goals and purposes of department programs, services, and operations.
- English grammar, spelling, and punctuation.
- Word processing, spreadsheet, database, email, calendaring programs, and automated systems.

Ability to:

- Explain policies, procedures, and regulations governing program operations.
- Analyze situations involving rules and regulations and demonstrate good judgment when making decisions.
- Quickly and accurately enter and retrieve data using an automated system.
- Communicate effectively orally and in writing.
- Interact with individuals from various educational, socioeconomic, and ethnic backgrounds.
- Work cooperatively as part of a team.
- Identify and correct inaccurate or inconsistent information.

- Listen attentively and understand oral information provided.
- Prioritize, plan, and organize one's own work.

OFFICE ASSISTANT III

Duties may include, but are not limited to the following:

- Provides interpretation and guidance to new employees, lower level clerical staff, and coworkers on new or revised policies and procedures.
- Coordinates, distributes, and reprioritizes work tasks to adjust to changing demands.
- Monitors the quality and timeliness of work.
- Assists others with complex or non-routine matters.
- Provides supervisor with feedback on employees and process improvements.
- Addresses complaints and explains regulations to customers or the public.
- Responds to inquiries regarding departmental functions, services, policies, and procedures.
- Obtains information from customers, visitors, or callers to determine appropriate resource, action, document, or staff referral to meet their needs.
- Explains the proper use of forms and documents.
- Operates a variety of standard office equipment.
- Composes correspondence, reports, memos, and other documents.
- Reviews and processes forms/documents in accordance with established guidelines and procedures.
- Monitors and updates manual or electronic files.
- Compiles information to respond to questions or address issues.
- Reviews submitted forms or applications to verify accuracy and completeness.
- Operates automated systems or other department-specific computer systems.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- General office functions, procedures, equipment, and filing systems.
- General goals and purposes of department programs, services, and operations.
- English grammar, spelling, and punctuation.
- Standard formats and vocabulary used in business correspondence.
- Basic supervisory and training and development principles and practices.
- State, County, or Department computer systems.
- Word processing, spreadsheet, database, email, calendaring programs, and automated systems.

Ability to:

- Explain policies, procedures, and regulations governing program operations.
- Analyze situations involving complex rules and regulations and demonstrate good judgment when resolving differences.
- Provide effective verbal and written instruction to others.
- Prioritize, plan, and organize one's own work.
- Conduct interviews and record information simultaneously.
- Quickly and accurately enter and retrieve data using an automated data system.
- Identify and correct inaccurate or inconsistent information.
- Interact with individuals from various educational, socioeconomic, and ethnic backgrounds.
- Provide direction to and train subordinate staff.
- Work cooperatively as part of a team.
- Listen attentively and understand oral information provided.
- Maintain flexibility in daily activities and decision making.

MINIMUM QUALIFICATIONS:

OFFICE ASSISTANT II

One (1) year of full-time experience performing clerical duties in an office environment.

OFFICE ASSISTANT III

Two (2) years of full-time experience performing clerical duties in an office environment, including one (1) year at the journey level.

SUPPLEMENTAL INFORMATION:

ADDITIONAL INFORMATION

- A valid driver's license will be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance and a DMV clearance.
- Current and future vacancies will be filled contingent upon continued funding; should funding cease, the position will be eliminated.
- Position may require pre-employment drug testing, physical and fingerprinting for a background investigation.
- Government agencies accessing US government information, which include federal tax information must ensure that background investigation requirements for all agency employees and contractors that have access to federal tax information are consistent to the IRS background investigation requirements for access to federal tax information. A background check may be required if the position requires access to these types of records. Background requirements consist of three components which include, fingerprinting, citizenship verification and local law enforcement checks. Applicable agencies must conduct investigation during time of hire and ensure a reinvestigation is conducted 10 years from the date of the previous background investigation for each employee that has access to federal tax information.

VETERANS PREFERENCE

If you would like to request Veteran's preference points as part of the application packet, please attach a copy of your DD-214 to your application.

For the purpose of this section, a veteran is one who has received an honorable discharge from active duty, and has served:

1. During one of the following wartime or equivalent periods:
 - Sept. 11, 2001 to End of Operation Iraqi Freedom
 - Aug. 2, 1990 to Jan. 2, 1992
 - Jan. 31, 1955 to Oct. 15, 1976
2. During peacetime for which service a campaign or expeditionary medal has been authorized by the Government of the United States and where discharge was under honorable conditions. This would include Lebanon, Grenada and Southwest Asia.

A copy of the discharge form (DD-214) shall be submitted to CalHR MSS for each position applied for, along with an application for employment requesting such preference, on or before the final filing date specified on the job announcement. Failure to submit the required credentials (DD-214) prior to the final filing date will be deemed a waiver of credits.

EXAMINATION INFORMATION

If supplemental questions are included as a part of this job bulletin, applicants may be rated based upon their responses to the supplemental questions. If rated, only those that are determined to be highly qualified will be invited to participate in the next step of the selection process.

SPECIAL TESTING ARRANGEMENTS

Special testing arrangements may be made to accommodate applicants for disability, military, or for religious reasons. If you require such arrangements, please contact Merit System Services at mssprogram@calhr.ca.gov or (916) 323-2360 a minimum of five business days prior to the scheduled examination date. Documentation may be required.

ABOUT INYO COUNTY

Self-proclaimed as the Adventure Capital of the World, Inyo County offers natural and extreme geographic diversity. From Mount Whitney, the highest peak in the 48 contiguous US states to the lowest elevation in North America at Badwater Basin in Death Valley National Park, Inyo County has the greatest elevation difference of any of the California counties. The County is also home to the oldest life forms in the world with the Great Basin bristlecone pines, and notably the oldest living tree on Earth. Inyo County is the second largest in area in California, and the Death Valley area comprises half of the County. With these extremes of nature, as you would expect, there are abundant activities, including world class alpine climbing, backcountry skiing, hang gliding, and mountain biking. There is a wealth of beauty to be found in the peaceful desert, mountain streams, granite peaks, wildflower covered meadows, and the historic John Muir Wilderness. The rich natural history and breathtaking scenery make Inyo County a favorite location for visitors and residents alike.

APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.governmentjobs.com/careers/mss>

Position #MSS02163
OFFICE CLERK II OR III (SPANISH BILINGUAL)
FA

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