

**OFFICE OF THE SECRETARY OF STATE
DEPARTMENT OF PERSONNEL**

OPERATIONS ASSISTANT

Position Code: K6600

DISTINGUISHING FEATURES OF THE CLASS:

Under general supervision, performs work requiring a familiarity with the terminology of the office unit (division/section). Selects appropriate methods from a wide variety of prescribed procedures or makes simple adaptation and interpretation from a wide variety of substantive guides and manuals. The clerical steps often vary in type and sequence, depending on the task. Recognized problems are referred to others.

ILLUSTRATIVE EXAMPLES OF WORK:

Typical duties include, but are not limited to, a combination of functions defined in the lower level of this series AND such functions as:

1. Maintains time, document and material records or logs; takes inventory of equipment and supplies for office unit; establishes or revises filing system to ensure ready access of records;
2. Receives, prepares or verifies documents; reviews, processes or edits documents and forms; performs computations to ascertain the correctness of reported information;
3. Serves as receptionist; responds to routine requests with standard answers (by phone, in person or by correspondence);
4. Operates and performs routine maintenance of a variety of office machines (CRT, telephone, fax, microfiche reader/printer, etc.);
5. Provides some guidance and direction to lower level clerical staff in fulfilling support functions;
6. May perform other routine work such as typing or operating a keyboard controlled data entry device for a limited percentage of time;
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

OPERATIONS ASSISTANT (Continued)

DESIRABLE REQUIREMENTS:

Education and Experience:

Requires knowledge, skill and mental development equivalent to completion of high school and six months of related office experience as would be gained as an Operations Clerk.

Knowledge, Skills and Abilities:

Requires ability to follow oral and/or written instructions.
Requires working knowledge of office practices, procedures and programs.
Requires working knowledge of alphanumeric sequencing.
Requires working knowledge of basic mathematics.
Requires elementary knowledge of grammar, spelling and punctuation.
Requires ability to operate commonly used office equipment and perform routine maintenance.

Approved by the Secretary of State Merit Commission - March 12, 1996.

Effective - April 1, 1996.

EXAMINATION INFORMATION

Test and Weights: Written Test, 100%

Knowledge Tested: Name and Number Checking
 Filing/alphabetizing
 Spelling
 Arithmetic
 Office Methods/Procedures
 Written Instructions
 English Usage
 Punctuation

Length of Eligibility: 1 year