

Missouri Department of Transportation

Code: R01024

Title: Office Assistant

Exemption Status: Non-Exempt

Grade: 2

Job Description

Effective Date 01-01-2014

Replaces
(Effective Date) 08-01-2005

General Summary The office assistant performs routine clerical/secretarial functions of limited difficulty and complexity within an office or section of the department. Specific duties will vary significantly, depending on the location of assignment. Responsibilities are performed under direct supervision.

Minimum/Required
Qualifications High School Diploma or GED/HiSET

Supervisory
Responsibilities None

Location Central and District Offices - As assigned

Special Working
Conditions/Job
Characteristics

Examples of Work

- (1) Opens, date stamps, sorts, and distributes incoming mail; locates and attaches appropriate files to incoming correspondence requiring replies; researches documents and files as necessary. (catalogs, manuals, hard copy, and computerized files)
- (2) Types and formats routine forms, letters, reports, permits and other materials, ordinarily non-technical in nature, working from rough draft, dictation and/or dictating equipment; proofreads completed work to check for correct grammar, spelling, and to ensure proper formatting is used.
- (3) Receives incoming telephone calls and faxes; answers routine inquiries, transfers calls to appropriate personnel, takes messages or refers inquiries to supervisor; may operate base radio to maintain communications with field personnel.
- (4) Greets visitors and provides information to department personnel, external customers, and the general public by referencing catalogs, manuals, hard copy, and computerized files.
- (5) Maintains hard copy and computerized files, forms, reports, correspondence, manuals or other documents; removes and returns material from files; prepares and indexes file folders.
- (6) Compiles, copies, and prints reports, catalogs, manuals, records, correspondence or other documents; sorts and collates as necessary; mails forms, newsletters, promotional material, and other information.

- (7) Maintains office supplies and various office logs; may take inventories.
- (8) Performs coding and checking functions according to established procedures; may prepare invoices and/or process bills; may enter time and leave reporting information.
- (9) Operates office equipment such as fax machines, copiers, and phone systems, and uses computers for reports, requisitions, spreadsheets, word processing, database management, and other office applications; may develop presentations.
- (10) Performs other responsibilities as required or assigned.

The Missouri Department of Transportation promotes an equal opportunity workplace that includes reasonable accommodation of otherwise disabled applicants and employees. Please see your manager should you have any questions about this policy or these job duties.