

# Missouri Department of Transportation

Code: R01025

Title: Senior Office Assistant

Exemption Status: Non-Exempt

Grade: 4

---

## Job Description

**Effective Date** 01-01-2014

**Replaces  
(Effective Date)** 02-01-2012

**General Summary** The senior office assistant performs specialized clerical/secretarial functions of moderate difficulty and complexity within an office or section of the department; performs general support functions for technical or administrative programs; and supports office supervisors, managers, and staff. Specific duties will vary significantly, depending on the location of assignment. Responsibilities are performed under moderate supervision.

**Minimum/Required  
Qualifications** High School Diploma or GED/HiSET  
Two years of experience in a secretarial or clerical field.

**Supervisory  
Responsibilities** None

**Location** Central and District Offices - As assigned

**Special Working  
Conditions/Job  
Characteristics**

---

## Examples of Work

- (1) Performs specialized clerical and office support functions for a technical or administrative program; answers routine questions from employees and customers regarding department programs; maintains program records and files; researches and obtains program related information for other staff members.
- (2) Compiles data or information; checks data to ensure accuracy; generates standardized and non-complex adhoc reports from computer programs and databases.
- (3) Types and formats complex forms, letters, reports, permits and other materials, occasionally 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.
- (4) Compiles, copies, prints, and files records, forms, correspondence or other documents; sorts and collates as necessary; removes and returns material from files; prepares and indexes file folders.
- (5) Receives incoming telephone calls, electronic mail, and faxes; answers routine questions and inquiries in accordance with program or policy guidelines, transfers calls to appropriate personnel, takes messages or refers complex inquiries to supervisor; may operate base radio to maintain communications with field personnel.

- (6) Greets visitors and provides information to department personnel, external customers, and the general public by referencing catalogs, manuals, hard copy, and computerized files.
- (7) Maintains hard copy and computerized files, reports, correspondence, and manuals; conducts inventory and maintains office supplies; maintains and updates various office logs and directories.
- (8) Performs coding and checking functions according to established procedures; serves as point of contact for time and leave reporting information; enters data into computer from various reports, requisitions, and forms; contacts employees or other individuals to address routine questions or resolve minor issues.
- (9) Operates office equipment such as fax machines, copiers, and phone systems, and uses computers for spreadsheet, word processing, database management, and other office applications; trains other staff on the correct usage of hardware and software as necessary.
- (10) Reviews and processes purchase orders, invoices, expense documents, and other personnel or payroll forms.
- (11) Mails forms, newsletters, promotional material, and other information; utilizes computer programs to design flyers, brochures, and presentations.
- (12) 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.**