

Missouri Department of Transportation

Code: R01042

Title: Supply Office Assistant

Exemption Status: Non-Exempt

Grade: 4

Job Description

Effective Date 01-01-2014

Replaces (Effective Date) 06-01-2010

General Summary The supply office assistant performs specialized clerical functions of moderate difficulty and complexity within an office or section of the department and performs responsibilities that include manually unloading/loading or operation of a forklift to unload/load materials. 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 an office assistant or clerical position.
Successful completion of a work simulation examination and a medical-physical examination.

Supervisory Responsibilities None

Location Central and District Offices - As assigned

Special Working Conditions/Job Characteristics Job requires heavy physical exertion and effort.
Job requires exposure to moderately adverse and undesirable environmental conditions.
Job may require operation of vehicles to plow snow and spread ice control materials.

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) Loads and/or unloads materials manually or with a forklift; records or logs materials received; distributes materials and processes necessary paperwork; updates and maintains necessary reports, logs, databases, and other records.
- (3) Compiles data or information; checks data to ensure accuracy; and generates standardized and non-complex ad-hoc reports from computer programs and databases.
- (4) 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.

- (5) Compiles, copies, sorts, and files records, forms, correspondence or other documents; removes and returns material from files; prepares and indexes file folders; receives, sorts, and distributes office mail; and prepares packages for shipment.
- (6) Performs coding and checking functions according to established procedures; enters data into computer from various reports, requisitions, and forms; contacts employees or other individuals to address routine questions or resolve minor issues; may enter and verify time and leave reporting information.
- (7) 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.
- (8) Provides information to department personnel, external customers, and the general public by referencing catalogs, manuals, hard copy, and computerized files.
- (9) Maintains hard copy and computerized files, reports, catalogs, and manuals; conducts inventory and maintains office supplies.
- (10) Reviews and processes purchase orders, invoices, expense documents, and other personnel or payroll forms.
- (11) May type and format complex forms, letters, reports, 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.
- (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.