



**POSITION:** Office Services Assistant  
**JOB CODE:** 2004 **GRADE:** 107G  
**DEPARTMENT:** Land Use and Development Services **DIVISION:** Water and Sewer Planning  
**REPORTS TO POSITION:** Chief  
**STATUS:** Full-Time **FLSA:** Non-Exempt

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### ***Position Summary***

Position provides general office clerical duties in support of unit operations with heavy reliance on manual and/or computer processes. The work involves providing general office support services such as telephone, visitor and volunteer receptionist, and other general office clerical tasks. Such processes may involve compilation of reports. Position works under close supervision of a manager for work assignments, direction, and supervision. Work of this class involves no supervisory duties or responsibilities.

### ***Position Responsibilities***

1. Receives and assists visitors in the office; queries visitors and directs them to appropriate staff or offices.
2. Responsible to maintain various databases with the addition or correction of information.
3. Receives, screens, and refers telephone calls; queries callers and transfers or refers call to appropriate staff or other offices.
4. Receives and routes mail; directs items to other staff or offices as appropriate.
5. Processing information by keying data into computer databases and other computerized record systems.
6. Maintains manual and/or automated financial, accounting, personnel, and other administrative and
7. management files and records; ensures confidentiality of files and records and uses discretion in controlling access to and release of information.
8. Produces a variety of documents such as letters, memoranda, and reports, proofs, and edits materials for accuracy of grammar, spelling, punctuation, and format.

### ***Minimum Qualification Requirements***

#### **Education**

Completion of 8th grade and ability to read, write and follow instructions. High School diploma or GED preferred.

#### **Experience**

None

#### **Certificate(s) and/or License(s)**

1. Possession of a valid Class "C" non-commercial driver's license with no more than three (3) points.

#### **Knowledge, Skills & Abilities**

1. Ability to follow written and oral instructions.
2. Ability to operate telephone system and communicate effectively by phone.
3. Ability to type with speed and accuracy.
4. Knowledge of business English, spelling, punctuation, and grammar.

5. Ability to maintain files.
6. Knowledge of computer applications and operations, including Microsoft Office.

***Miscellaneous Position Information***

**Working Conditions & Physical Requirements**

This role is primarily sedentary in nature but may involve occasional strenuous effort, such as handling moderately heavy boxes, tools, equipment, or other materials; walking or climbing over uneven surfaces; and sitting/standing in fixed position for extended periods of time. Must be able to lift 50 pounds unassisted on a regular basis. General conditions involve working at a computer, using telephonic equipment, and interfacing regularly with internal and/or external stakeholders.

Work is normally performed Monday through Friday during normal business hours, however, may require alternate work hours 24 hours a day, seven (7) days a week.

Individuals appointed or promoted to a position in this class will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

**Conditions of Employment**

1. Prior to appointment, employees are subject to pre-employment medical history review and drug testing, extensive background investigation (which may require CJIS and NCIS clearance), including but not limited to reference checking, and driving history, and an evaluation of training or experience.

**Benefits (\*Not all positions may be eligible for these programs.)**

Cecil County Government offers a full complement of benefits including medical, dental, life, disability, and AD&D insurance programs as well as a generous time off benefits. We understand that finding the right balance between home and career is a challenge and offer the following programs: employee assistance program, flexible work arrangements/compressed schedule and telework/remote office opportunities.

This position description is representative of the general and most important components of this role and does not characterize every aspect of the job; other duties and responsibilities may be assigned as warranted and deemed appropriate. This document does not constitute a contract of employment, nor a guarantee of continued employment. Cecil County Government is an equal opportunity employer.

***By signing below the employee indicates this job description was reviewed, acknowledged, and accepted. Questions regarding the job description should be directed to Human Resources.***

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Employee Printed Name

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Date

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Employee Signature