



**NORTH DAKOTA  
CLASS DESCRIPTION**

ND Human Resource Management Services  
Phone: (701) 328-3290

Class Code(s): 0031  
0032  
0033

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**OFFICE ASSISTANT**

**SCOPE OF WORK:**

Work activities are associated with performing office support duties of a clerical or secretarial nature. Positions may be comprised of duties of a general office nature or may be specialized, as in medical, legal, etc. Due to the organizational structure in which positions at these levels are found, individuals assigned to these positions usually report to an individual at a higher level within the office support function or to an office manager position. Incumbents in these positions will rarely report to high-level managerial positions.

**DUTIES PERFORMED AT ALL LEVELS:**

- Greet and direct customers to appropriate staff members or locations; answer, screen, and route phone calls.
- Sort, file, retrieve, and purge office records and library materials in alphabetical, numerical, and/or subject filing systems.
- Receive, sort, and distribute incoming mail; prepare outgoing mail by folding, packaging, weighing, stamping, and sorting materials.
- Receive and secure money; complete associated transaction forms.
- Post alphanumeric data to manual or automated recordkeeping systems.
- Prepare common office forms and reports.
- Verify accuracy of data by performing comparisons between source and end-use data.
- Operate standard office equipment such as computers, printers, copy and fax machines, calculators, postage meters, and imaging equipment.

**NOTE:** The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

**OFFICE ASSISTANT I**  
GRADE C

0031

**LEVEL DEFINITION:**

Work at this level is characterized as basic office support duties of a clerical nature that may involve incidental typing or keyboarding, such as is required for completing forms; preparing mailing labels; and preparing routine, straightforward correspondence. Work

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activities involve relatively clear-cut and consistently repetitive duties that follow established procedures or prescribed instruction. Duties may involve any of those listed above, as well as additional duties assigned by the supervisor. However, the majority of work assigned a position at this level usually encompasses only a few of the duties listed. Work is performed under immediate supervision as non-recurring activities are reviewed on a task-by-task basis.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- None.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or General Equivalency Diploma.

**OFFICE ASSISTANT II**

0032

GRADE D

LEVEL DEFINITION:

Work at this level involves office support duties of a clerical and/or secretarial nature and is performed under close supervision, as segments of work are reviewed on a periodic basis. Work is generally structured but has more variety than the Office Assistant I level. Work activities involve related steps in a process; straightforward and routine analysis, judgement, and independence in determining methods or procedures to follow; and limited interpretation when applying procedural guidelines. Work may include typing or keyboarding.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Provide basic, factual information to customers by phone, face-to-face, email, or routine correspondence.
- Type, proof, and finalize correspondence, reports, and other documents using basic word processing functions; transcribe dictation.
- Review, compile, and enter data into and retrieve data from records or an information database.
- Compile and arrange information to be used in reports.
- Coordinate schedules of multiple individuals when scheduling appointments and meetings; make arrangements for meetings by securing locations, setting times, and notifying participants by phone or email; make travel and lodging reservations.

- Participate in organizing and maintaining office filing systems and related procedures.
- Order and receive supplies and forms; maintain stock of supplies and forms; issue supplies and forms to staff members or customers.
- Perform basic bookkeeping duties such as calculating receipts; preparing bank deposits; and coding and posting invoices, vouchers and other statistical or fiscal data.
- Verify reports and documents for accuracy and completeness.

**MINIMUM QUALIFICATIONS:**

Requires a high school diploma or General Equivalency Diploma and one year of office support, clerical, or secretarial work experience. Coursework in a vocational office support or closely related program may substitute for the work experience requirement on a year-for-year basis if it provided the knowledge and skills required to perform the duties of the position to be filled. Proficiency in keyboarding, basic personal computer, specific software, grammar, or spelling skills may be required for certain positions and will be stated in the job vacancy announcement at the time of recruitment.

**OFFICE ASSISTANT III**

0033

GRADE E

**LEVEL DEFINITION:**

Work at this level involves a variety of complex office support duties of a clerical and/or secretarial nature that includes completion of several steps; analysis of data to identify facts and required action; and decision-making based upon well-defined rules, regulations, methods, and procedures with limited deviation as the duties are repeated. Work is normally performed under general supervision.

**ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:**

- Assist customers verbally or in writing by providing information and/or directions of a detailed or complex nature.
- Screen documents and supporting information to determine eligibility, authenticity, or identity.
- Compose routine correspondence requiring application of subject matter knowledge.
- Type, proof, and finalize correspondence, reports, and other documents requiring use of advanced word processing software features with some integration of charts, graphics, etc. from other software programs.
- Verify detailed, complicated reports for accuracy; take action to rectify discrepancies.
- Organize and establish office filing systems and procedures.

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- Complete and maintain various office records such as purchasing and inventory, payroll and personnel, and client records.
- Prepare documents using basic functions in spreadsheet or database programs.
- Perform basic bookkeeping duties such as posting accounts, preparing billings and vouchers for payment, and preparing transaction reports.
- Provide input to the development of office procedures and forms.
- Provide lead work guidance to coworkers in the work unit.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or General Equivalency Diploma and two years of office support, clerical, or secretarial work experience. Coursework in a vocational office support or closely related program may substitute for the work experience requirement on a year-for-year basis if it provided the knowledge and skills required to perform the duties of the position to be filled. Proficiency in keyboarding, personal computer, specific software, grammar, or spelling skills may be required for certain positions and will be stated in the job vacancy announcement at the time of recruitment.

Eff. Date: 5/00 – Developed to replace 0001-0003 (Clerk I, II, III, G.O.); 0018-9 (Medical Records Clerk I, II); 0071-2 (Adm Sec I, II); 0005 (Clerk, Administrative); 0077-8 Information Processing Specialist I, II  
Rev: 7/12 – Conversion to Hay System