

# Office Assistant/Technician Consolidated Series

## California State Personnel Board Specification

Series established June 8, 1977

Schem Code	Class Code	Class
CA55	1441	Office Assistant (General)
CA52	1379	Office Assistant (Typing)
CA48	1138	Office Technician (General)
CA46	1139	Office Technician (Typing)

Office Assistant/Technician Series Specification - Class Titles and Codes

### Definition of Series

This consolidated series specification describes four classes in which employees learn and perform a variety of general office work. General office duties include: typing, dictation and transcription; mail and document handling; filing and records management; document preparation and review; composition of correspondence; oral communications; statistical and other record keeping; cashiering; and ordering and maintaining supplies and equipment. Employees in this series may be regularly required to have particular knowledge and/or proficiency in such special areas as typing, cashiering, and information services. Classes which do not conform to the "Definition of Levels" section or have other salary structures are excluded from this consolidated series specification.

Each special area of general office work incorporated into this specification will utilize only the class(es) that appropriately describes the type and level of work performed and the duties and responsibilities assigned to positions which are comparable to the appropriate level(s) described in this consolidated series specification. Not every special area of general office work will utilize all the levels contained in this consolidated series specification.

Office Assistant (General), Office Assistant (Typing), Office Technician (General) and Office Technician (Typing) may instruct, lead or supervise inmates, wards or resident workers.

### Factors Affecting Position Allocation

Relative level of variety and complexity of duties, initiative and independence of action, degree of supervision received and exercised, public contact, consequence of error, and knowledge and abilities are factors used in differentiating between levels.

### Definition of Levels

#### Office Assistant (Various Classes)

This is the entry, trainee and journey level for this series. Under close supervision as a trainee, incumbents regularly perform a limited range of duties that become routine, shortly after the initial training period; and/or learns to perform a variety of full journey level general clerical duties.

Under general supervision, incumbents at the full journey level regularly perform a variety of duties requiring adaptation to various situations, judgment as to which learned work method to apply for the desired result, and the ability to communicate effectively. This level may have lead responsibility over less experienced employees in areas such as training and answering questions on work procedures.

## Office Technician (Various Classes)

This is the advanced journey level which regularly performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Positions at this level regularly require detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures (e.g., positions such as secretaries to major division chiefs and one-person field office assignments comprised of a wide variety of responsibilities). Good judgment and the ability to communicate effectively is of primary importance at this level. Typically, the work at this level is rarely reviewed. In addition, positions may have responsibility for functional guidance in training and assisting less experienced employees.

## Scope of Office Assistant/Technician (Various Classes)

### Office Assistant/Technician (General)

Positions allocated to this area are distinguished from other clerical classes by being required to perform any combination of the general office duties listed in the "Definition of Series" but should not require a specific degree of proficiency in an area such as typing.

### Office Assistant/Technician (Typing)

Positions allocated to this special area are distinguished from other clerical classes by being regularly required to perform typing duties as an essential part of the job which may include any combination of the general office duties listed in the "Definition of Series". Typically, typing encompasses a significant proportion of the work time.

## Minimum Qualifications

### Office Assistant (General)

#### EITHER I

One year of experience in California state service performing the duties of an Assistant Clerk.

#### OR II

Education: Either equivalent to completion of the twelfth grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Welfare Reform Act. (One year of clerical work experience may be substituted for the required education.)

### Office Assistant (Typing)

#### EITHER I

One year of experience in California state service performing the duties of an Assistant Clerk.

#### OR II

Education: Either equivalent to completion of the twelfth grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Welfare Reform Act. (One year of clerical work experience may be substituted for the required education.)

## Office Technician (General)

### EITHER I

One year of experience in California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B.

### OR II

Experience: Two years of clerical experience. [Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work which upon completion will fulfill these requirements will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.]

## Office Technician (Typing)

### EITHER I

One year of experience in California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B.

### OR II

Experience: Two years of experience in typing and clerical work. [Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.]

## Knowledge and Abilities

### Office Assistant (Various Classes)

Ability to: Perform clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance.

### Office Technician (Various Classes)

Knowledge of: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

Ability to: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific

laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

## Special Requirement

### Office Assistant/Technician (Typing)

Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

## Special Personal Characteristic

### Office Assistant/Technician (Various Classes)

A demonstrated interest in assuming increasing responsibility.

## Additional Desirable Qualification

### Office Assistant/Technician (Various Classes)

Education equivalent to completion of the twelfth grade.

## Class History

Class	Date Established	Date Revised	Title Changed
Office Assistant (General)	04/01/1989	09/12/1990	--
Office Assistant (Typing)	04/01/1989	09/12/1990	--
Office Technician (General)	10/01/1977	09/12/1990	--
Office Technician (Typing)	10/01/1977	09/12/1990	--

Office Assistant/Technician Series History - Dates Established, Revised, and Title Changed

Updated 7/5/2013