



CalHR
Office Assistant IIExtra Help**

SALARY	\$16.39 Hourly	LOCATION	Willows and Orland
JOB TYPE	Extra-Help	JOB NUMBER	MSS04221
DEPARTMENT	Glenn County Health and Human Services Agency	OPENING DATE	02/15/2024
CLOSING DATE	2/29/2024 11:59 PM Pacific		

Position Information

EXTRA HELP BENEFITS SUMMARY

<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.countyofglenn.net%2Fsites%2Fdefault%2Ffiles%2FPersonnel%2FMOU%2FNon-Rep%2FGCPERL%252013-%2520Extra%2520Help.pdf&data=05%7C02%7C%7C7600e9172a194400d90408dc1856030b%7Cbb877949684d4682>

[url=https%3A%2F%2Fwww.countyofglenn.net%2Fsites%2Fdefault%2Ffiles%2FPersonnel%2FMOU%2FNon-Rep%2FGCPERL%252013-](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.countyofglenn.net%2Fsites%2Fdefault%2Ffiles%2FPersonnel%2FMOU%2FNon-Rep%2FGCPERL%252013-%2520Extra%2520Help.pdf&data=05%7C02%7C%7C7600e9172a194400d90408dc1856030b%7Cbb877949684d4682)

[%2520Extra%2520Help.pdf&data=05%7C02%7C%7C7600e9172a194400d90408dc1856030b%7Cbb877949684d4682](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.countyofglenn.net%2Fsites%2Fdefault%2Ffiles%2FPersonnel%2FMOU%2FNon-Rep%2FGCPERL%252013-%2520Extra%2520Help.pdf&data=05%7C02%7C%7C7600e9172a194400d90408dc1856030b%7Cbb877949684d4682)

Performs a variety of general or specialized clerical duties related to filing, reception, form processing, record maintenance, mail, typing or data entry; obtains and compares information related to department records, programs, and services; may perform the initial applicant screening as an incidental function and initiate cases through the department's automated system; and performs related work as required.

Working under general supervision, Office Assistant II is the journey level in the Office Assistant series. Employees at this level are expected to be fully qualified and able to perform difficult and responsible office support work within the framework of established work methods and procedures and to use independent judgment in selecting and applying specific references, procedures, sequences, and alternatives to different work situations, referring non-procedural questions to the supervisor. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Office Assistant I, or if filled from the outside, require prior related experience.

The Office Assistant II differs from the Office Assistant III by the level of supervision received, the scope and effect of functions performed, the degree of independence exercised, and the complexity of work assigned. The Office Assistant III may also be assigned lead worker duties, or screening duties on a consistent rather than incidental basis. The Office Assistant series differs from the Account Clerk series in that the primary duties of the Account Clerk involve the application of mathematical skill and ability in the use of financial, numerical and statistical data and information. The Office Assistant class performs a wide variety of general office support duties in which the use of mathematical ability is incidental to the primary function and most frequently performed duties.

Examples of Duties

Duties may include, but are not limited to, the following:

- Addresses complaints and explains regulations to customers or the public.
- Responds to inquiries regarding departmental functions, services, policies, and procedures.

- Obtains information from customers, visitors, or callers to determine appropriate resource, action, document, or staff referral to meet their needs.
- Explains the proper use of forms and documents.
- Prepares items for mailing and sorts and distributes incoming mail according to established guidelines and procedures.
- Operates multiline telephone system including answering calls, transferring calls, and taking messages.
- Schedules customer appointments and maintains schedules for technical or professional staff.
- Composes correspondence, reports, memos, and other documents.
- Reviews and processes forms/documents in accordance with established guidelines and procedures.
- Monitors and updates manual or electronic files.
- Operates a variety of standard office equipment.
- Compiles information to respond to questions or address issues.
- Reviews submitted forms or applications to verify accuracy and completeness.
- Operates automated systems, or other department-specific computer systems.
- Maintains accurate department and customer records.
- Performs initial screening of applications for departmental services.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

Knowledge of:

- General office functions, procedures, equipment, and filing systems.
- General goals and purposes of department programs, services, and operations.
- English grammar, spelling, and punctuation.
- Word processing, spreadsheet, database, email, calendaring programs, and automated systems.

Ability to:

- Explain policies, procedures, and regulations governing program operations.
- Analyze situations involving rules and regulations and demonstrate good judgment when making decisions.
- Quickly and accurately enter and retrieve data using an automated system.
- Communicate effectively orally and in writing.
- Interact with individuals from various educational, socioeconomic, and ethnic backgrounds.
- Work cooperatively as part of a team.
- Identify and correct inaccurate or inconsistent information.
- Listen attentively and understand oral information provided.
- Prioritize, plan, and organize one's own work.

Minimum Qualifications

One (1) year of full-time experience performing clerical duties in an office environment.

Supplemental Information

****THIS RECRUITMENT IS FOR AN EXTRA HELP POSITION**

EXAMINATION INFORMATION

EDUCATION & EXPERIENCE EXAMINATION

The Education & Experience examination is based solely upon information provided from the application and supplemental information (e.g., resumes, transcripts). Information provided from the application and supplemental information will be assessed compared to a standard developed in relation to the elements of the. Special care should be taken to submitting a complete description of your education and experience relevant to the typical tasks, scope, and minimum qualifications stated on this bulletin. Supplemental information will be accepted, but competitors should read this bulletin carefully to determine what kind of information will be useful to those individuals completing the evaluation. In order to obtain a position on the eligible list, candidates must receive a minimum rating of 70% on the examination.

If conditions warrant, a Training and Experience examination may be conducted in lieu of the Education and Experience examination. Please review the Experience and Education examination information below:

TRAINING & EXPERIENCE EXAMINATION – WEIGHTED 100%

The Training & Experience Examination is designed to elicit a range of specific information regarding each candidate's knowledge, skill, abilities, and potential to effectively perform the duties relative to the classification. Responses to the questionnaire will be assessed based on pre-determined rating criteria. All applicants must complete the entire examination to receive a score. In order to obtain a position on the eligible list, candidates must receive a minimum rating of 70% on the examination. Examination administration and processing time is approximately two weeks after the closing date of the job bulletin.

ELIGIBLE LIST INFORMATION

A departmental open eligible list will be established for Glenn County. The list will be utilized for 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

SPECIAL TESTING ARRANGEMENTS

Special testing arrangements may be made to accommodate applicants for disability, military, or religious reasons. If you require such arrangements, please contact CalHR at mssprogram@calhr.ca.gov or 916-323-2360 upon notification that your application has been approved. Documentation from medical, military, school or church officials outlining the accommodation request must be received by our office a minimum of five business days prior to a scheduled examination.

APPLICATION DOCUMENTS

If you are using education to meet the minimum qualifications, you must attach your transcripts to your application. Applicants with foreign transcripts must provide a transcript evaluation that indicates the number of units to which the foreign course work is equivalent. Transcripts and evaluations may be unofficial; official transcripts may be required upon appointment. Please redact birthdates and social security numbers.

GENERAL INFORMATION

MSS reserves the right to revise the examination plan to better meet the needs of the recruitment if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

If you meet the requirements stated on this bulletin, you may take this examination. Your performance in this examination will be rated against predetermined rating criteria. All competitors who pass will be added to the eligible list. Meeting the entry requirements does not assure success in the examination or placement on the eligible list.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. As part of the hiring process, a background investigation may be required.

EQUAL EMPLOYMENT OPPORTUNITY

The Merit System Services program is committed to equal employment opportunity for all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

ABOUT GLENN COUNTY

Glenn County is located in the United States about halfway between Sacramento and Redding in Northern California. Glenn County is primarily an agricultural community with mountains on the west, the Interstate 5 corridor taking you through rich farmland, and the Sacramento River bounding the east side of the County. With over 1,188 farms, agriculture remains the primary source of Glenn County's economy. Major commodities include rice, almonds, milk products, prunes and livestock. Glenn County was incorporated on March 5, 1891. The County seat, Willows, was

created March 11, 1891. Glenn County was developed out of the northern portion of Colusa County and was named for Dr. Hugh J. Glenn, who was the largest wheat farmer in the state during his lifetime, and a man of great prominence in political and commercial life in California. Glenn County has a population of 28,122.

Agency

CalHR

Department

Glenn County Health and Human Services Agency

Address

CalHR, Attn: Merit System Services
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Phone

916-323-2360

Website

<https://www.governmentjobs.com/careers/mss>