



## Career Service Authority

# Office Occupations Trainee

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### GENERAL STATEMENT OF CLASS DUTIES

This is trainee level work in the performance of routine clerical duties. Maximum time served: 1 year.

### DISTINGUISHING CHARACTERISTICS

This class performs trainee level routine clerical work. It is distinguished from the class of Professional Occupations Intern I that performs intern-level/trainee work in a professional field performing supervised duties such as budget, personnel, community development, accounting/auditing, or information technology.

#### ***Guidelines, Difficulty and Decision Making Level:***

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

#### ***Level of Supervision Received and Quality Review:***

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

#### ***Level of Supervision Exercised:***

None.

### ESSENTIAL DUTIES

Trains in and develops acceptable work habits and behaviors required in a structured work environment.

Trains in and performs work procedures related to the assignment and participates in vocational training offered by the employing agency, including training courses provided by Career Service Authority.

Trains in and performs general receptionist and filing or sorting duties.

Learns to identify, use and maintain office machines and equipment such as copiers, adding machines, call directors and a variety of keyboard equipment.

Trains in simple recordkeeping, report writing and forms completion.

Trains in and performs public contact duties, providing and receiving information or scheduling appointments.

Pursues training through community organizations and educational institutions, as required.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Integrity/Honesty** - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

**Conscientiousness** - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Reading** - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

**Listening** - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Speaking** - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

**Memory** - Recalls information that has been presented previously.

Skill in performing basic office duties.

Skill in utilizing the computer to complete basic tasks.

**Physical Demands:**

Sitting: remaining in the normal seated position.  
Reaching: extending the hand(s) and arm(s) in any direction.  
Handling: seizing, holding, grasping, or otherwise working with hand(s).  
Fingering: picking, pinching, or otherwise working with fingers.  
Talking: expressing or exchanging ideas by means of spoken words.  
Hearing: perceiving the nature of sounds by the ear.  
Repetitive motions: making frequent movements with a part of the body.  
Eye/hand/foot coordination: performing work through using two or more.

**Working Environment:**

Pressure due to multiple calls and inquiries.  
Subject to many interruptions.

**Education Requirement:**

Graduation from high school or possession of a GED Certificate desirable.

**Experience Requirement:**

None.

**CLASS DETAIL**

**FLSA CODE:** Non-Exempt

**ESTABLISHED DATE:** 09/16/1995

**ESTABLISHED BY:** Don Braden

**REVISED DATE:** 05/30/2010

**REVISED BY:** Hameed Pousti

**CLASS HISTORY**  
9/1995 - Class was originally created.  
3/2009 - Spec placed in current format; distinguishing characteristic and competency statements added.  
5/2010 - Removed the language for minimum service.