

PART I	HAWAII HEALTH SYSTEMS CORPORATION	1.026
	STATE OF HAWAII	1.027
		1.028
		1.029

Class Specifications  
for the classes:

OFFICE ASSISTANT II, III, IV, V  
SR-06; SR-08; SR-10; SR-12  
BU:03

Series Definition:

The classes in this series reflect responsibility, as a primary function, for performing a variety of clerical support services. Services provided and duties performed range from simple, routine tasks (e.g., sorting, filing, retrieving, duplicating, mailing, posting and processing paper and electronic data and records; counting, tallying, compiling, verifying and/or correcting information) to more involved activities (e.g., providing information and assistance to others about services available and/or applicable policies and procedures; assisting customers with access to services, screening calls and visitors; scheduling meetings; ordering and maintaining office supplies and equipment; preparing a variety of documents using word processing, spreadsheet and other office equipment and technologies; supervising and performing other clerical activities in support of the day-to-day operations of a work unit).

Levels in this series are distinguished primarily on the basis of the following factors:

1. Complexity of work
2. Supervision received
3. Knowledge and abilities required
4. Nature of available guidelines
5. Supervision exercised

CLASSIFICATION FACTORS AND EVALUATION

The primary key to the interpretation of the classes in this series is a consideration of the **overall** character, scope and complexity of duties. Complexity is relative and the use of the word "complex" in the specification, with or without various modifiers, is in terms of these classes only. The Examples of Duties contain duties representative of a given level and are to be used to clarify the more generalized statements contained in the Class Distinguishers.

Positions in this series typically perform a mixed level of duties, and therefore, will normally be evaluated on the basis of the highest level of work performed for a **substantial** amount of time under general supervision. The presence of a couple of higher level duties performed for an insignificant amount of time, or under close or immediate supervision for training or other purposes will not be considered in level determination. Moreover, while the Examples of Duties portion of a specification does not normally repeat duties presented in the specification for lower-level classes, it is understood that the duties of lower level classes are an implied part of the range of work of higher level cases. Further, where a specific duty is not mentioned in a specification, its level shall be evaluated in terms of the manner and circumstances in which it is performed and compared against the representative duties listed in the specifications.

## OFFICE ASSISTANT II

1.026

### Distinguishing Characteristics:

Performs moderately complex clerical work involving various standard clerical routines that are carried out on a regular or rotational basis, in accordance with standard practice and instructions; and/or supervises and participates in performing simple and repetitive clerical work tasks that are primarily procedural in nature and carried out in accordance with specific instructions or clearly defined procedures. Questionable matters are referred to the supervisor or other higher-level employee.

While a position in this class typically is supervised by a higher-level clerical position, supervision by a non-clerical position may also occur.

### Examples of Duties:

Creates, edits, prints, stores, retrieves and deletes documents using a computer and work processing and other software, in draft or final form, from rough or corrected copy where instructions as to format and arrangement are available (keyboarding/typing speed and accuracy are typically required); proofreads typed materials for spelling, punctuation and grammatical errors and makes corrections; sorts, arranges and files material in accordance with established procedures; gives out forms and provides standard instructions and assistance to the public in filling out requested information; checks records and forms such as applications, permits, requisitions, vouchers and other materials for completeness and accuracy in accordance with prescribed procedures; makes arithmetic computations and verifies totals using an adding machine or calculator; answers the telephone, routes calls and relays messages to appropriate people; greets callers and directs them to the appropriate person or office; provides

routine information to the public, in person, or over the telephone; receives, responds to and sends e-mail messages; opens, date stamps, sorts, distributes, and dispatches mail; accepts cash payments for standard fees and issues receipts for payments; operates calculator, photocopier, facsimile, and other office machines and equipment; operates a vehicle as a substantial assignment in the performance of messenger duties; supervise and participates in the performance of simple and repetitive clerical work on a regular and continuing basis.

Knowledge and Abilities Required:

Knowledge of: Correct English grammar, spelling, punctuation, word usage, arithmetic, and other general office work.

Ability to: Read and understand oral and written instructions; write simply and directly; compare words and numbers quickly and accurately; perform arithmetic computations; understand, interpret, and apply pertinent policies, procedures, laws, rules, and regulations; operate various common office appliances and equipment and learn to operate other equipment such as a computer; and deal with others in a tactful and polite manner.

OFFICE ASSISTANT III

1.027

Distinguishing Characteristics:

Performs journey level clerical work involving a variety of complex clerical assignments, e.g., those that involve a number of steps/processes and/or referral to a number of different sources and require the use of some judgment to determine appropriate disposition; prioritizes work and carries out assignments independently, in accordance with general instructions and established policies and procedures; and/or supervises and participates in performing moderately complex clerical work.

A position in this class may work regularly with information, which is of a restricted nature such as health records, medical, or other test results. There is regular contact with other programs in a department, the general public, and others in obtaining or furnishing information or reports, which require tact to avoid misunderstanding in contacts where improper handling could affect results; however, primary responsibility for harmonious relationships is normally assumed by the immediate supervisor.

Examples of Duties:

In addition to the duties of the lower level:

Creates, edits, prints, stores, retrieves and deletes documents using a computer and work processing and other software, in draft or final form, from rough or corrected copy where format and arrangement are not clearly indicated; prepares, reviews and processes forms, records, reports, applications and other documents for accuracy, completion and conformance to established requirements; checks records and forms such as applications, permits, requisitions, vouchers and other materials for completeness and accuracy; evaluates the information contained therein for conformance with established requirements; and processes documents in accordance with established policies and procedures; searches through a variety of paper and electronic files and records, extracts, compiles and summarizes information and prepares periodic and special reports; composes routine correspondence and letters of acknowledgement; sets up and maintains paper and electronic files and revises filing systems as necessary; provides general information and resolves complaints in person or over the telephone involving explanation of rules, regulations, policies and procedures and knowledge of the organization's purpose and functions; notifies or reminds certain individuals or offices of meetings, schedules dates or specific duties or occurrences; may on occasion take general notes and/or minutes at meetings or conferences by longhand; arranges interviews, appointments, or other meetings, by consulting a list, time schedule, or other record, or by contacting, directly or indirectly, any or all of the persons concerned; obtains necessary or desired information, authorizations, approvals, signatures or other data from clients, applicants, superiors or other individuals; determines the need for and/or make routine orders for necessary supplies, materials or other items; makes arrangements for travel, equipment, maintenance, telephone service, and other similar matters; and provides training and guidance to, and assigns, reviews and evaluates the work of clerical subordinates performing work comparable to the class Office Assistant II.

Knowledge and Abilities Required:

Knowledge of: Correct English grammar, spelling, punctuation, word usage and arithmetic; office practices and procedures; and operation and maintenance of common office appliances and equipment. For positions with supervisory responsibility, knowledge of the principles and practices of supervision.

Ability to: Read and understand oral and written instructions; write simply and directly; compare words and numbers quickly and accurately; perform arithmetic computations; operate and maintain office appliances and equipment; compose routine correspondence and other similar material; understand, interpret, and apply pertinent policies, procedures, laws, rules, and regulations; and deal with others in a tactful and polite manner; for some positions, operate an automobile and/or supervise the work of others.

OFFICE ASSISTANT IV

1.028

Distinguishing Characteristics:

Performs senior level clerical work that involves a wide range of clerical functions where some originating and planning of work are required and/or a variety of highly complex clerical or administrative tasks that are primarily substantive in nature and requires evaluating information for conformance with established requirements and interpreting laws, rules and regulations in order to determine appropriate disposition and use of judgment because problems are often not covered by standard instructions or established techniques, systems or procedures. Carries out assignments independently, and accomplishes work with substantial use of discretion and selectiveness in deviating from established processes and procedures. Some positions supervise and participate in performing complex clerical work comparable to the class Office Assistant III.

A position in this class works regularly with some information, which is restricted to specified persons, which may include information on planned changes in internal operations and policies, and contemplated personnel actions. There is regular contact with others within and outside the department in which tact is required, and the employee assumes responsibility for harmonious relationships.

Examples of Duties:

In addition to the duties of the lower levels:

Evaluates and processes documents according to individual circumstances where the correct course of action is not clearly defined; performs extensive searches through a variety of paper and electronic files and records, extracts, refines and organizes necessary information and prepares reports; summarizes materials and prepares reports requiring the interpretation and analysis of data and judgment as to format and details of presentation; explains details of services, methods or policies; approves or recommends rejection of applications, requests, claims or other items following operational policies or rules of action; evaluates various office processes and determines which may be performed more efficiently through the use of office automation; sets up databases, templates, procedures, etc. that will best meet user and office requirements; provides training and guidance to, and assigns, reviews and evaluates the work of clerical subordinates performing work comparable to the class Office Assistant III.

Knowledge and Abilities Required:

Knowledge of: Correct English grammar, spelling, punctuation, word usage and

arithmetic; office practices and procedures; and operation and maintenance of common office appliances and equipment. For positions with supervisory responsibility, knowledge of the principles and practices of supervision.

Ability to: Plan and carry out a wide range of clerical functions, including various highly complex assignments; maintain an effective work pace under periodic deadlines; read and understand oral and written instructions; write simply and directly, compare words and numbers quickly and accurately; perform arithmetic computations; operate and maintain office appliances and equipment; compose routine correspondence and other similar material; understand, interpret, and apply pertinent policies, procedures, laws, rules and regulations; speak simply and directly, including occasionally speaking to groups as well as individuals; and deal with others in a tactful and polite manner; for some positions, operate an automobile and/or supervise the work of others.

#### OFFICE ASSISTANT V

1.029

#### Distinguishing Characteristics:

Supervises and participates in performing highly complex clerical work comparable to the class Office Assistant IV. Responsible for a wide range of clerical functions where work is carried out primarily in relation to general policies and objectives, and referral to the supervisor is normally made only when clarification or interpretation of policy is required. In addition to the duties of the lower levels, provides training and guidance to, and assigns, reviews and evaluates the work of clerical subordinates performing work comparable to the class Office Assistant IV.

A position in this class works regularly with some information, which is restricted to specified persons, including information on planned changes in internal operations and policies, and contemplated personnel actions. There is regular contact with others within and outside the department in which tact is required and the employee assumes responsibility for harmonious relationships.

#### Examples of Duties:

Prepares or compiles financial, statistical or numerical statements and accompanying descriptive reports; performs highly extensive researches through a variety of paper and electronic files and records and prepares reports; supervises and performs numerous types of computations, which may include relatively complicated calculations; prepares summaries of activities, reports, or other data; determines various expenditures, purchases or other specific courses of action, basing decisions on rules of action; established policy, or executive request; makes estimates of operational procedures,

needs or requirements such as operating budgets, materials or space needed, or numbers of items for clerical and administrative operations; explains details of services, methods or policies; sets up operational guides, forms and other materials that will best meet office requirements; provides training and guidance to, and assigns, reviews and evaluates the work of clerical subordinates performing work comparable to the Office Assistant II-IV.

Knowledge and Abilities Required:

Knowledge of: Correct English grammar, spelling, punctuation, word usage, and arithmetic; office practices and procedures; and operation and maintenance of common office appliances and equipment; principles and practices of supervision.

Ability to: Plan and carry out a wide range of clerical functions, including various highly complex assignments; organize, assign, direct, and review the work of others; maintain an effective work organization and pace under frequent deadlines; read and understand oral and written instructions; write simply and directly; compare words and numbers quickly and accurately; perform arithmetic computations; operate and maintain office appliances and equipment; compose correspondence and other similar material requiring some judgment as to appropriate format and conforming to all rules of grammar and style; understand, interpret and apply pertinent policies, procedures, laws, rules, and regulations, and deal with others in a tactful and polite manner; for some positions, operate an automobile.

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This is an amendment to the class specifications for the classes, OFFICE ASSISTANT I, II, III, IV & V to delete the OFFICE ASSISTANT I level effective February 12, 2021.

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This is the first classification specifications for the classes, OFFICE ASSISTANT I, II, III, IV & V effective June 6, 2017.

DATE APPROVED: February 12, 2021

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Chief Human Resources Officer