

### OFFICE AIDE

**DEFINITION:** Under immediate supervision, performs office work that is simple, routine and repetitive which are of limited scope and complexity; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class.

#### **TASKS:**

Performs repetitive tasks that are clear, detailed and accompanied by specific instructions; answers telephone and routes calls, takes messages; greets and refers visitors to appropriate staff/resources; responds to routine inquiries; types routine correspondence, reports, labels and forms; files correspondence, reports and other documents alphabetically, numerically or by other prescribed method.

Receives, logs in and distributes incoming mail; makes photocopies; may prepare and transmit facsimiles; processes documents and forms according to instructions; completes or enters data, making routine calculations and checking information for accuracy; may order, stock and distribute office supplies; may run various routine errands.

#### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of office telephone etiquette.

Skill in reading, spelling and simple arithmetic.

Skill in basic filing and recordkeeping.

Skill in the operation of a variety of office machines including, personal computers, telephones and copiers.

Skill in establishing and maintaining effective working relationships with others.

Ability to follow oral and written instructions.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work is performed in a typical office environment.

#### **MINIMUM QUALIFICATIONS:**

- No prior experience required.

#### **PREFERRED QUALIFICATIONS:**

- A high school diploma/GED.
- Some experience in the use of personal computers.
- Six (6) months experience in basic clerical and office support work.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.