



City of Calistoga

FLSA: NON EXEMPT
EMPLOYMENT STATUS: PART TIME
UPDATED: JANUARY 2026

OFFICE ASSISTANT I/II

DEFINITION

Under supervision, the Office Assistant will perform and oversee a variety of general office support assignments. This includes answering telephones, processing documents and recording, retrieving, and distribution of data or information. The Office Assistant will maintain the office environment by answering phones, filing, and performing special projects and other office related work.

SUPERVISION RECEIVED AND EXERCISED

Supervision received is dependent on the assignment. Exercises no direct supervision over staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and make reasonable accommodations so that qualified employees can perform the job's essential functions.

General Duties:

- Receives and responds to telephone calls/inquiries by providing directions, instructions, promotional material, or other general information or referring such inquiries to the appropriate persons.
- Keeps logs and records of telephone calls, clients served, and types of services provided.
- Checks and/or compares documents, forms, applications, or other materials for accuracy, completeness, grammar, and format.
- Composes routine correspondence and memoranda in accordance with instructions.
- Collects, sorts, batches, alphabetizes, codes, and/or places in numerical order various documents for filing, storage, or processing.
- Organizes, maintains, and/or purges files, documents, and/or logs.
- Schedules appointments, maintains conference room availability.
- Distributes and provides instructions for completion of applications and other forms; reviews forms for proper completion.
- Handles and processes mail.
- Performs typing duties incidental to the work.
- Enters, retrieves, updates, verifies, and deletes information from manual and electronic files.
- Operates standard office equipment.
- Performs related work as assigned.
- Retrieves and compiles data and prepares reports.
- Interprets and applies instructions and guidelines to resolve work problems.

Special Project Duties:

- Performs associated tasks related to special project assignments given by supervisor.
- Meets regularly with supervisor to give updates and status of special project work.
- Tracks project completion, obstacles to completions, and progress of solutions and workarounds used to handle obstacles.

QUALIFICATIONS

- Technologically literate with strong computer skills including familiarity with Microsoft Office Software Suite (Microsoft Word, Excel, PowerPoint, etc.) and other commonly used software.
- Good internet skills, including use of e-mail programs and group messaging
- Good organizational skills and record keeping (attention to detail is critical)
- Highly organized, detail-oriented, and process-driven.
- Cheerful presence and people skills
- Good oral and written communication skills
- Must be self-motivated and take initiative to suggest workflow improvements.
- Ability to maintain a high degree of confidentiality
- Skill in establishing priorities and managing workload
- Ability to follow directions

Knowledge of:

- General office practices
- Filing and general recordkeeping
- Basic mathematics
- Correct English usage and grammar
- Methods of report preparation and presentation
- Office administration practices and procedures
- Principles and practices of sound business communication
- City organization, ordinances, rules, policies, and procedures applicable to departmental operations
- Basic functions of public agencies
- Bilingual skills (English/Spanish) are highly desirable

Ability to:

- Compare data from a variety of sources for accuracy, completeness, grammar, and format
- Collect, alphabetize, code, numerically rank, sort, and batch documents
- Perform mathematical calculations
- Prepare clear, accurate, and concise reports, records, and other materials
- Communicate clearly and concisely, both orally and in writing
- Operate a computer using word processing, database, and spreadsheet software
- Collect, evaluate, and interpret varied information and data
- Interpret, apply, explain, and reach sound decisions in accordance with regulations, policies, and procedures
- Coordinate multiple assignments and meet critical deadlines
- Organize, set priorities, take initiative, and exercise sound independent judgment within areas of responsibility
- Type accurately at a speed necessary to meet job requirements

- Compose correspondence from brief instructions
- Understand and follow written and oral instructions when working with City staff and customers
- Use tact and discretion in handling sensitive situations and interacting with concerned people and customers
- Establish and maintain effective working relationships with the City Manager, staff, and others encountered in the course of work
- Follow, apply, interpret, and explain instructions and guidelines
- Meet schedules and deadlines of the work area
- Compose routine correspondence and reports

Education and Experience:

- High school diploma and some college-level coursework.
- Experience in a business setting, interacting with professional business-to-business customers.
- Experienced administrative professional who is dependable and highly organized with business maturity, discretion, enthusiasm, and a positive attitude

Physical Demands

The work is primarily performed in an office or front-desk environment with extended periods of sitting, standing, or walking. It may occasionally involve lifting, carrying, or moving objects up to 25 pounds, such as supplies or files. The role requires frequent use of computers, phones, and standard office equipment, as well as occasional bending, reaching, or stooping to complete tasks. The position also requires the ability to stand for a minimum of 30 minutes at a time and perform light physical labor as needed for facility maintenance. The work schedule may include weekends, evenings, or holidays, depending on operational needs, and the position may require occasional exposure to outdoor conditions when assisting with events or tasks.