



**OFFICE ASSISTANT, FLEET**  
**FLSA: Non-Exempt**  
Grade 15 \$26,880.75 - \$43,009.20

**GENERAL DEFINITION**

Performs entry-level clerical services that expedite and maintain repair work orders and supports fleet services staff to ensure accuracy, efficiency and excellent customer service. Work is performed under close supervision with minimal latitude for the use of initiative and independent judgment.

**ESSENTIAL JOB DUTIES**

The list of duties and functions, as outlined herein, is intended to be representative of the type of tasks performed within this classification. They are not listed in any order of importance. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Receives repair orders from mechanics and parts staff.
- Verifies that repair orders are complete and calculates total work hours; locates responsible mechanic and confirms information if clarification is needed.
- Type's handwritten repair orders into appropriate software.
- Selects appropriate hourly rates.
- Ensures accuracy of entries.
- Files handwritten repair orders in the filing system.
- Maintains filing system of repair orders; eliminates repair orders that exceed time guidelines.
- Prepares work orders to assist Fleet staff in servicing vehicles; notes issues or concerns indicated on work orders.
- Identifies work process improvements that will lead to increased productivity and effectiveness.

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**KNOWLEDGE, SKILLS & ABILITIES**

- Basic knowledge of clerical procedures and systems such as word processing, managing files and records, and other office procedures.
- Basic knowledge of operations, functions, and policies of the department within which work is to be performed.
- Skill in the use of Microsoft Office products (Word, Outlook, and Excel).
- Skill in providing excellent customer service.
- Ability to operate a variety of current office technologies including, but not limited to, personal computers, accounting software, copiers, telephones, and calculators.
- Ability to establish and maintain effective records maintenance and file management systems.
- Ability to establish and maintain effective working relationships with internal customers, external entities, and the general public.
- Ability to work independently under limited supervision on routine tasks.
- Ability to learn terminology common in the utility repair industry.
- Ability to perform simple mathematical calculations.

**MINIMUM ACCEPTABLE EDUCATION, TRAINING & EXPERIENCE**

High school diploma or GED; Must be proficient in Microsoft Office products (Word, Outlook, and Excel) supplemented by some clerical and/or billing experience; or an equivalent combination of education, certification, training, and/or experience.

**PHYSICAL REQUIREMENTS**

The City of Oakland Park is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Oakland Park will provide reasonable

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accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of lightweight (5 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Work is performed in usual office conditions with rare exposure to disagreeable environmental factors. Some tasks require visual abilities.

I \_\_\_\_\_ have read and acknowledged receipt of the Job classification.

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date