



# Archdiocese of Omaha

Job Description



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## Office Assistant

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SOC Code: **43-9061.00**  
Department: **Office of Facilities Management**  
Reports To: **Facilities Director**  
Subordinates: **None**  
Salary Range: **N-2**  
Hours per Week: **40**  
Scheduled Hours: **8:30 a.m. – 5:00 p.m. (Monday – Friday)**  
Overtime Required: **No**  
FLSA Status: **Non – Exempt (Eligible for overtime)**  
Last Update: **October 21, 2006**

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### Brief Overall Job Description

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Under the direction of the Facilities Director, perform a range of basic office support functions such as answering phones, directing calls, greeting and directing visitors, maintaining inventory, and scheduling work.

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### Education, Certification, & Licensing Requirements

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- High school diploma
  - Two years of relative experience in office support functions.
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### Essential Duties

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- Communicate with customers, employees, and other individuals to answer questions, disseminate, or explain information, take orders, and address complaints.
- Answer telephones, direct calls and take messages.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Complete and mail bills, contracts, policies, invoices, or checks.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.
- Compute, record, and proofread data and other information, such as records or reports.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Open, sort and route incoming mail, answer correspondence, and prepare outgoing mail.
- Review files, records, and other documents to obtain information to respond to requests.
- Schedule and dispatch workers, work crews, equipment, or service vehicles to appropriate locations according to customer requests, specifications, or needs, using radios or telephones.
- Arrange for necessary repairs to restore service and schedules.



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### Essential Duties (continued)

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- Relay work orders, messages, and information to or from work crews, supervisors, and field inspectors using telephones or two-way radios.
- Confer with customers or supervising personnel to address questions, problems, and requests for service or equipment.
- Prepare daily work and run schedules.
- Receive or prepare work orders.
- Monitor personnel or equipment locations and utilization to coordinate service and schedules.
- Record and maintain files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information.
- Determine types or amounts of equipment, vehicles, materials, or personnel required according to work orders or specifications.
- Receive and count stock items, and record data manually or using computer.
- Pack and unpack items to be stocked on shelves in stockrooms, warehouses, or storage yards.
- Verify inventory computations by comparing them to physical counts of stock, and investigate
- All other duties as assigned by supervisor.

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### Knowledge

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- **BUILDING and CONSTRUCTION** – Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures.
- **CLERICAL** – Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **CUSTOMER and PERSONAL SERVICE** – Knowledge of principles and processes for providing customer and personal services.
- **ECONOMICS and ACCOUNTING** – Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- **ENGLISH LANGUAGE** – Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **MATHEMATICS** – Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their application.
- **PUBLIC SAFETY and SECURITY** – Knowledge of relevant equipment, policies, procedures, and strategies to promote effective security operations for the protection of people, data, property, and institutions.
- **TRANSPORTATION** – Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.
- **RELIGION** – Basic working knowledge of the mission of the Catholic Church.



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### Skills

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- **ACTIVE LEARNING** – Understanding the implications of new information for both current and future problem solving and decision-making.
- **ACTIVE LISTENING** – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **CRITICAL THINKING** – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- **INSTRUCTING** – Teaching others how to do something.
- **JUDGMENT and DECISION MAKING** – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **LEARNING STRATEGIES** – Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- **MATHEMATICS** – Using mathematics to solve problems.
- **MONITORING** – Monitoring/Assessing performance of you, other individuals, or organizations to make improvements to take corrective action.
- **READING COMPREHENSION** – Understanding written sentences and paragraphs in work related documents.
- **SERVICE ORIENTATION** – Actively looking for ways to help people.
- **SOCIAL PERCEPTIVENESS** – Being aware of others' reactions and understanding why they react as they do.
- **SPEAKING** – Talking to others to convey information effectively.
- **TIME MANAGEMENT** – Managing one's time and the time of others.
- **WRITING** – Communicating effectively in writing as appropriate for the needs of the audience.

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### Abilities

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- **DEDUCTIVE REASONING** – The ability to apply general rules to specific problems to produce answers that make sense.
- **INDUCTIVE REASONING** – The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **INFORMATION ORDERING** – The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **MANUAL DEXTERITY** – The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- **MATHEMATICAL REASONING** – The ability to choose the right mathematical methods or formulas to solve a problem.
- **MULTILIMB COORDINATION** – The ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion.
- **NEAR VISION** – The ability to see details at close range (within a few feet of the observer).
- **NUMBER FACILITY** – The ability to add, subtract, multiply, or divide quickly and correctly.



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### Abilities (continued)

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- **ORAL COMPREHENSION** – The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **ORAL EXPRESSION** – The ability to communicate information and ideas in speech so others will understand.
- **PROBLEM SENSITIVITY** – The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **SELECTIVE ATTENTION** – The ability to concentrate on a task over a period of time without being distracted.
- **SPEECH CLARITY** – The ability to speak clearly, so others can understand you.
- **SPEECH RECOGNITION** – The ability to identify and understand the speech of another person.
- **WRITTEN COMPREHENSION** – The ability to read and understand information and ideas presented in writing.
- **WRITTEN EXPRESSION** – The ability to communicate information and ideas in writing so others will understand.

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### Work Activities

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- **COMMUNICATING with PERSONS OUTSIDE ORGANIZATION** – Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- **COMMUNICATING with SUPERVISORS, PEERS, or SUBORDINATES** – Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **CONTROLLING MACHINES and PROCESSES** – Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).
- **DOCUMENTING or RECORDING INFORMATION** – Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- **ESTABLISHING and MAINTAINING INTERPERSONAL RELATIONSHIPS** – Developing constructive and cooperative working relationships with others, and maintaining them over time.
- **GETTING INFORMATION** – Observing, receiving, and otherwise obtaining information from all relevant sources.
- **HANDLING and MOVING OBJECTS** – Using hands and arms in handling, installing, positioning, moving materials, and manipulating things.
- **IDENTIFYING OBJECTS, ACTIONS, and EVENTS** – Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- **INSPECTING EQUIPMENT, STRUCTURES, or MATERIAL** – Inspecting equipment, structures or materials to identify the cause of errors or other problems or defects.
- **INTERACTING with COMPUTERS** – Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.



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### Work Activities (continued)

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- **MAKING DECISIONS and SOLVING PROBLEMS** – Analyzing information and evaluating results to choose the best solution and solve problems.
- **MONITOR PROCESSES, MATERIALS, or SURROUNDINGS** – Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
- **ORGANIZING, PLANNING, and PRIORITIZING WORK** – Developing specific goals and plans to prioritize, organize, and accomplish your work.
- **PERFORMING ADMINISTRATIVE ACTIVITIES** – Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- **PERFORMING for or WORKING DIRECTLY with the PUBLIC** – Performing for people or dealing directly with the public. This includes serving customers and receiving clients or guests.
- **PERFORMING GENERAL PHYSICAL ACTIVITIES** – Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
- **PROCESSING INFORMATION** – Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information, or data.
- **SCHEDULING WORK and ACTIVITIES** – Scheduling events, programs, and activities, as well as the work of others.
- **UPDATING and USING RELEVANT KNOWLEDGE** – Keeping up-to-date technically and applying new knowledge to your job.

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### Physical Demands

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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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must be capable of occasionally lifting fifty pounds (50 lb.) during execution of duties. Requires mobility to complete errands, flexibility of body, manual dexterity and hand/eye coordination adequate to use equipment as assigned.

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### Work Environment

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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, this position functions primarily in an office. Manual labor is required. Adverse weather conditions may be a factor in addition to potential exposure to fuels, exhaust, chemicals and hazardous implements and equipment.