



Office Assistant, Employment Connections Center **Job Posting Announcement**

Posting Date: Revised 12/13/2021

Posting Number: 1452468

Classification: Facilities/ Office Services I

Functional Job Title: Office Assistant II

Status & FLSA: Non-Exempt/ Full-Time

Bargaining Unit: City Union of Baltimore (CUB)

Grade: 911

Salary: \$14.06/Hour

Location: 1410 Bush Street, Baltimore, MD 21230

About City of Baltimore, Mayor's Office of Employment Development:

The Mayor's Office of Employment Development (MOED) coordinates and directs workforce development initiatives responsive to the needs of Baltimore City employees and job seekers in order to enhance and promote the local economy. At MOED, we view our mission broadly to deliver *economic justice to our city!* To us, economic justice means creating an equitable workforce system for all residents – especially those who have been generationally and systemically disadvantaged – one that is responsive to their needs and ensures viable economic opportunities. Our vision is for every City resident to maximize his/her career potential and all employers have the human resources to grow and prosper – *a workforce system that works.*

Position Overview:

This is an office support position requiring knowledge of general office and clerical tasks. Work involves performing a full range of office support duties for a department or program.

Essential Duties and Responsibilities:

- Provides clerical support to the department.
- Receives and screens incoming calls and visitors and directs them to appropriate destinations.
- Creates, types and proof-reads letters, memoranda, reports, documents, and other materials.
- Interprets administrative decisions and policies to other members of the staff and transmits orders and instructions at the direction of the Department Head.
- Acts as intermediary for the Department Head when requested, maintaining contacts with public and private executives and officials.
- Maintains schedule of appointments for the Department Head; plans itinerary, makes travel arrangements, and maintains expense accounts.
- Composes routine correspondence for the review and signature of the Department Head, entailing a wide knowledge of the MOED's and/or department's programs, procedures, functions and policies.
- Obtains pertinent materials from files and other sources; puts it into usable form by preparing memoranda/summaries, for the review and use of the Department Head.
- Gives assignments and instructions to individuals and groups of employees engaged in office/clerical work of the department.

- Devises, develops and implements new working procedures and forms; revises existing procedures and instructs employees in their application.
- May order and maintain office supplies and materials for the department.
- May maintain attendance and payroll records and files, and prepares basic reports of operations.
- Performs other duties as required.

Knowledge, Skills and Abilities:

- Thorough knowledge of existing office practices and equipment, and of business English, spelling, punctuation, good grammar and arithmetic.
- Ability to learn and use MOED and City designated software programs.
- Thorough knowledge of the agency's functions and services.
- Ability to communicate orally and in writing; ability to understand and follow complex, oral and written instructions.
- Ability to compose and interpret departmental correspondence to presentation format.
- Ability to meet and greet visitors in an effective and professional manner and to establish and maintain effective working relationships with superiors, associates, representatives of other organizations and the general public.
- Ability to plan, organize and execute complicated and continuing assignments accurately without instructions or reviews.
- Ability to keep complex records and to prepare accurate reports from various complex records.
- Ability to work as a member of a team to assure project completion.
- Ability to prioritize and handle multiple tasks.
- Ability to make decisions in accordance with established rules and regulations and to apply agency policies to daily work problems.
- Ability to act in a professional manner at all times.
- Ability to keep information in confidence.
- Must be computer literate and familiar with word processing, spreadsheet, and database applications (i.e. MS Word, Excel, Access, etc.).

Minimum Required Education and Experience:

- One year of college including courses in business administration.
- Two years of office/clerical experience; one of which must have been progressively responsible office/clerical experience.
- Or, any acceptable combination of education and experience.

Interested applicants may apply via this [link](#).