

Missouri Department of Transportation Job Description

Job Title: Office Assistant

Title Code: R01025

Salary Grade: 1

Exemption Status: Non-Exempt

Supervisory Responsibilities: None

District/Division: Central and District Offices - As assigned

Effective Date: 12-16-2024

Replaces (Effective Date): 10-01-2022

General Summary

The office assistant performs clerical/secretarial functions, performs general support functions for technical or administrative programs, and supports office supervisors, managers, and staff. Specific duties will vary significantly, depending on the location of assignment. Responsibilities are performed under moderate supervision.

Minimum/Required Qualifications

- High School Diploma or GED/HiSET

Special Working Conditions/Job Characteristics

Examples of Work

1. Performs specialized clerical and office support functions for a technical or administrative program; answers routine questions from employees and customers regarding department programs; maintains program records and files; researches and obtains program related information for other staff members.
2. Compiles data or information; checks data to ensure accuracy; generates standardized and non-complex adhoc reports from computer programs and databases.
3. Types and formats complex forms, letters, reports, permits and other materials, occasionally technical in nature, working from rough draft, dictation and/or dictating equipment; proofreads completed work to check for correct grammar, spelling, and to ensure proper formatting is used.

4. Compiles, copies, prints, and files records, forms, correspondence or other documents; sorts and collates as necessary; removes and returns material from files; prepares and indexes file folders.
5. Receives incoming telephone calls, electronic mail, and faxes; answers routine questions and inquiries in accordance with program or policy guidelines, transfers calls to appropriate personnel, takes messages or refers complex inquiries to supervisor; may operate base radio to maintain communications with field personnel.
6. Greets visitors and provides information to department personnel, external customers, and the general public by referencing catalogs, manuals, hard copy, and computerized files.
7. Maintains hard copy and computerized files, reports, correspondence, and manuals; conducts inventory and maintains office supplies; maintains and updates various office logs and directories.
8. Performs coding and checking functions according to established procedures; serves as point of contact for time and leave reporting information; enters data into computer from various reports, requisitions, and forms; contacts employees or other individuals to address routine questions or resolve minor issues.
9. Operates office equipment such as fax machines, copiers, and phone systems, and uses computers for spreadsheet, word processing, database management, and other office applications; trains other staff on the correct usage of hardware and software as necessary.
10. Reviews and processes purchase orders, invoices, expense documents, and other personnel or payroll forms.
11. Mails forms, newsletters, promotional material, and other information; utilizes computer programs to design flyers, brochures, and presentations.
12. Performs other responsibilities as required or assigned.