

DATE: APRIL 2024
FLSA: NON-EXEMPT
SALARY: GRADE E
CBA DESIGNATION: CLASSIFIED BARGAINING UNIT

OFFICE ASSISTANT

BASIC FUNCTION

Performs clerical support duties for an assigned division, department, or program, according to its policies, procedures, and/or operating procedures; prepares documents; and performs customer service tasks by providing information and assistance to faculty, staff, students, and the public.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification in the Office series is responsible for performing routine clerical duties in support of an assigned division, department, office, or program. Employees at this level perform work as prescribed in department policies and procedures, receive instruction and/or assistance as new or unusual situations arise, and are expected to perform work as outlined in the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Performs a wide variety of routine clerical work including sorting, filing, copying, verifying, recording information on records, and sending notices when necessary.
2. Serves as an office receptionist, greeting office visitors and answering the telephone; responds to requests for information relating to assigned responsibilities; refers callers to appropriate staff for further assistance as needed; disseminates information as appropriate.
3. Performs various clerical duties on a computer which may include typing and entering data into a spreadsheet or database program; may perform routine system backup duties; runs computer reports and processes department reports as requested.
4. Types, enters, records, proofreads, and processes a variety of documents, including general correspondence, reports, memos, and statistical charts from rough draft, recordings, or verbal instruction; may compose routine correspondence; and may work on special reports, projects, and publications.
5. Maintains a variety of statistical records; checks and tabulates statistical data; prepares routine statistical reports.
6. Sorts and files documents and records; maintains accurate and up-to-date files and records for a variety of special operating activities and filing systems; monitors various logs, accounts, and files for current and accurate information.
7. Receives, sorts, and distributes incoming and outgoing mail; sends facsimile requests; may order office supplies.
8. Schedules appointments as assigned.

9. Operates a variety of standard office equipment, including computer hardware and software applications, copiers, printers, scanners, facsimile machines, multi-line telephones, and audio/visual equipment; makes minor repairs and adjustments and arranges for equipment repair, when necessary.
10. Participates in District-provided in-service training programs.
11. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Methods and techniques of compiling and organizing files and documents.
2. Operational characteristics of standard office equipment.
3. Basic business arithmetic.
4. Recordkeeping principles and procedures.

Ability to:

1. Perform standard office clerical administrative support duties.
2. Learn and understand the organization and operation of the assigned program and/or work unit to assume assigned responsibilities.
3. Review and process relevant forms and applications.
4. Type and format business documents including letters, reports, and related materials.
5. Learn, correctly interpret, and apply the policies and procedures of the function to which assigned.
6. Make basic arithmetic computations.
7. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
8. Maintain a variety of filing, recordkeeping, and tracking systems.
9. File materials alphabetically, chronologically, and numerically.
10. Use discretion in processing and filing confidential student files and other records.
11. Understand and carry out oral and written directions.
12. Follow directions, guidelines, and standard operating procedures of the department or area of assignment.
13. Exercise judgment within policy and procedural guidelines of the assigned area.
14. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
15. Communicate effectively in the course of performing work tasks.
16. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
17. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
18. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

Completion of the twelfth (12th) grade and six (6) months clerical experience; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.