



For the future of every student

CLASS TITLE: SENIOR OFFICE ASSISTANT

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform diversified and complex clerical duties in support of an assigned school or District office, department or program involving independent judgment and requiring in-depth knowledge of an assigned function.

DISTINGUISHING CHARACTERISTICS:

The Senior Office Assistant performs complex work in a specialized clerical area. Incumbents work independently with accountability for a designated function of an assigned site, program or service. The Office Assistant classification provides general clerical support for a school or District office, department or program.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform diversified and complex clerical duties in support of an assigned school or District office, department or program involving independent judgment and requiring in-depth knowledge of an assigned function; assist in assuring smooth and efficient office operations.

Serve as receptionist, answering telephone calls and directing calls to appropriate personnel; take, retrieve and relay messages as appropriate; schedule and arrange appointments, meetings and other activities as directed; refer callers and visitors to other offices, programs and services as appropriate.

Prepare, print, duplicate, distribute, collect, verify and file various documents; process various forms, applications and paperwork; compile, assemble and distribute packets and folders; review and verify accuracy and completeness of various forms and documents; make corrections as needed.

Compose routine correspondence independently or from oral instructions; type letters, reports, memos, forms, flyers, notices, agenda items, contracts, presentations or other materials from straight copy, rough draft or oral instructions; proofread and verify accuracy and completeness of documents.

Input data into an assigned computer system; establish and maintain automated records and files; initiate queries, develop spreadsheets and generate computerized reports and documents as required; review input and output data for accuracy.

Receive, greet and direct visitors; respond to inquiries and provide a variety of detailed information to personnel, students or the public concerning assigned functions, services and related goals, objectives, time lines, activities, processes, policies and procedures.

Compile, assemble and verify a variety of data and information; prepare and maintain a variety of records, logs and reports related to students, programs, services, correspondence and assigned activities; maintain student records and cumulative files; establish and maintain filing systems.

Perform a variety of clerical accounting duties as assigned; calculate, prepare and revise accounting data; maintain and balance funds and accounts; process, verify and update accounts and records with income and expenditures; prepare invoices and calculate, collect and account for monies as required.

Communicate with students, parents, personnel and outside agencies to exchange information and resolve issues or concerns; request, verify and provide documents and information as needed.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software.

Monitor inventory levels of office and other designated supplies; order, receive and maintain inventory of office supplies; prepare and process purchase orders and requisitions as assigned.

Receive, sort and distribute mail as required; prepare outgoing mail for distribution; prepare and distribute informational packets and bulk mailings as directed.

Arrange, prepare and set up facilities for meetings, workshops or other events as required.

Open and close assigned facilities as assigned; lock and unlock doors; turn equipment on and off.

Maintain and update various calendars and schedules as required.

Provide oral and written translation between students, teachers, staff, parents and others as assigned by the position; provide written translation and interpretation of correspondence, letters, reports and other materials as required.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures and equipment.

Telephone techniques and etiquette.

Terminology, processes and operations of assigned office.

Record-keeping and report preparation techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Data control procedures and data entry operations.

Business letter and report writing, editing and proofreading.

Operation of a computer and assigned software.

Methods of collecting and organizing data and information.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Mathematic calculations.

ABILITY TO:

Perform diversified and complex clerical duties in support of an assigned school or District office, department or program involving independent judgment and requiring in-depth knowledge of an assigned function.

Answer telephones and greet the public courteously.

Assist in assuring smooth and efficient office operations.

Type or input data at an acceptable rate of speed.

Compose correspondence and written materials independently or from oral instructions.

Operate a variety of office equipment including a computer and assigned software.

Understand and follow oral and written directions.

Establish and maintain cooperative and effective working relationships with others.

Communicate effectively both orally and in writing.
Meet schedules and timelines.
Complete work with many interruptions.
Add, subtract, multiply and divide quickly and accurately.
Maintain regular and consistent attendance.

EDUCATION AND EXPERIENCE:

Any combination equivalent to sufficient experience, training and/or education to demonstrate the knowledge and abilities listed above. Typically, this would be gained through: graduation from high school and two years general clerical experience involving frequent public contact.

LICENSES AND OTHER REQUIREMENTS:

Some positions in this class may be required to translate oral and written communications between English and a designated second language.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person and on the telephone.
Sitting or standing for extended periods of time.
Seeing to read a variety of materials.
Bending at the waist, kneeling or crouching to file materials.