



For the future of every student

## **CLASS TITLE: OFFICE ASSISTANT**

### **BASIC FUNCTION:**

Under the direction of an assigned supervisor, perform a variety of general clerical duties in support of an assigned school or District office, department or program; answer phones and greet and assist visitors and staff.

### **DISTINGUISHING CHARACTERISTICS:**

The Office Assistant classification provides general clerical support for a school or District office, department or program. 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.

### **REPRESENTATIVE DUTIES:**

#### **ESSENTIAL DUTIES:**

Perform a variety of general clerical duties in support of an assigned school or District office, department or program including typing, filing and duplicating materials; compile, assemble and verify a variety of data and information; review and process a variety of materials.

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 as appropriate.

Prepare, print, distribute, collect, verify and file various forms, applications and paperwork; compile, assemble and distribute packets and folders; review and verify accuracy and completeness of various forms and documents.

Input data into an assigned computer system; maintain automated records; generate computerized reports and documents as requested; review input and output data for accuracy.

Receive, greet and direct visitors; respond to inquiries and provide a variety of general information to District personnel, outside agencies and the general public.

Type letters, lists, memoranda, forms, bulletins, flyers, labels, notices, reports or other materials from detailed or rough copy; compose routine correspondence; proofread completed typing assignments

Compile information and maintain a variety of records and logs related to assigned programs, services and activities; prepare routine reports; establish and maintain filing systems; review and verify accuracy and completeness of various documents.

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.

Receive, sort and distribute mail as required; prepare outgoing mail for distribution.

Monitor inventory and maintain inventory of office and other designated supplies as required; assist with ordering, receiving and maintaining inventory of office supplies

Arrange, reserve, prepare and set up facilities, supplies and services for meetings, workshops or other events 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.

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

Operation of a computer and assigned software.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Record-keeping and filing techniques.

**ABILITY TO:**

Perform a variety of general clerical duties in support of an assigned school or District office, department or program.

Learn basic terminology, processes and operations of assigned office.

Answer telephones and greet the public courteously.

Type or input data at an acceptable rate of speed.

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

Maintain various records and files.

Understand and follow oral and written directions.

Complete work with many interruptions.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

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 one year of general clerical experience.

**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.

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*Approved by Personnel Commission:*

*06/18/2008*