



OFFICE ASSISTANT

SALARY GRADE: [C1-33](#)

DEFINITION:

Under the direction of an assigned supervisor, perform a variety of general clerical duties.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Perform various clerical duties related to an assigned program or function such as compiling information from a variety of sources; communicate with other departments to provide or obtain information.
2. Receive and screen phone calls and visitors and direct inquiries and visitors to the proper person or office; provide information concerning policies and procedures of assigned program or office according to established guidelines.
3. Prepare schedules and communicate with others regarding meetings, appointments or other activities; create documents, packets, forms or other materials for meetings as assigned.
4. Prepare letters, memos, forms and other correspondence as requested; screen and route incoming and outgoing mail.
5. Prepare, format, type, proofread and duplicate a variety of records, reports or related materials; maintain files.
6. Operate a computer, assigned software systems and other office equipment.
7. Order and maintain office supplies as necessary.
8. Provide work direction and guidance to student employees and other staff as assigned.
9. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Modern office practices, procedures and equipment.
2. Record-keeping techniques and alpha and numeric filing systems.
3. Correct English usage, grammar, spelling, punctuation and vocabulary.
4. Operation of a computer and assigned software.
5. Telephone techniques and etiquette.
6. Interpersonal skills using tact, patience and courtesy.
7. Appropriate terminology of assigned function.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Perform a variety of responsible and technical clerical duties in support of an assigned program or function.
3. Read, interpret, apply and explain rules, regulations, policies and procedures.
4. Establish and maintain cooperative and effective working relationships with others.
5. Compile and verify data for the preparation of reports.

6. Operate a computer and related office equipment.
7. Meet schedules and time lines.
8. Communicate effectively both orally and in writing.
9. Type at 40 words net per minute from clear copy.

Education and Experience

Any combination equivalent to:

1. High school diploma.
1. One (1) year general clerical experience.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate computer keyboard.
3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling heavy objects up to 30 lbs.

Date Approved: March 1, 1999
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