



OFFICE ASSISTANT

DEFINITION

Under general supervision, provides a variety of office support for an assigned program, department, or division, which may include word processing, data entry and organization, telephone and counter reception, document processing, mail processing, record keeping, and filing; provides information and assistance to students, faculty, staff, and the general public; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a first working-level class responsible for providing clerical support to an assigned program, department, or division. Incumbents learn the policies, procedures, and methods of the assigned program, department, or division and perform office support duties, including document preparation, record keeping, compiling and organizing information from various sources, screening phone calls and visitors, processing incoming and outgoing mail, and directing questions to the appropriate staff. As experience is gained, assignments become more varied and are performed with greater independence. Work usually fits an established structure or pattern. Exceptions or changes in procedures are explained as they arise. Eventually, positions will attain a level of experience to receive only occasional instruction or assistance as new or unusual situations arise and where they are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Administrative Assistant I in that the latter performs more advanced customer service, administrative, and office support duties requiring additional training and/or experience and a deeper understanding of programmatic, departmental, or division-specific rules, regulations, policies, and procedures.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Performs a variety of clerical duties in support of program, departmental, or divisional operations, including word processing, data entry and organization, telephone and counter reception, mail processing, record keeping, preparing records, filing, and maintaining office and related supplies.
- Receives and screens calls and visitors; assists students, faculty, staff, and the public and directs to appropriate locations and/or staff; responds to complaints and requests for information; assists in applying policies and procedures in response to inquiries and complaints from students, faculty, staff, and the public.
- Oversees day-to-day operations of mailroom by receiving, logging in, labelling, sorting, and distributing incoming mail; prepares outgoing mail; ensures mailroom and work areas are maintained in a clean and orderly condition.
- Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.

- Formats and proofreads materials for accuracy, completeness, and compliance with established policies and procedures.
- Maintains and updates departmental record systems; retrieves information from computer systems and databases as required.
- Gathers, assembles, updates, and distributes program, department, division, or District specific information, forms, records, and data as requested.
- Monitors office and other related supplies; prepares, processes, and tracks purchase requisitions for services and materials.
- Performs various accounting support tasks, including but not limited to calculating monies due, collecting and receipting monies, processing reimbursements, preparing monthly journal entries for charge-backs, preparing bank deposits, completing check requests, and processing invoices.
- Performs other clerical support work as required, which may include but is not limited to maintaining program, department, or division websites, scanning/imaging/indexing documents, scheduling appointments, typing correspondences and materials, etc.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Record keeping and filing systems and methods.
- Basic business arithmetic and bookkeeping.
- Methods of preparing and processing various records, reports, forms and other documents specific to assigned program, department, or division.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- 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.
- Learn the operations, services, policies, procedures and processes of the program, department, or division to which the position is assigned.
- Perform detailed clerical work accurately.
- Understand and follow oral and written instructions.
- Maintain accurate records and files.
- Maintain confidentiality as required.
- Produce materials accurately using software at speeds necessary for successful job performance.
- Learn, apply, and explain applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Perform basic arithmetic computations accurately.
- Organize work, meet critical deadlines, and follow-up on assignments.

- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade and one (1) year of general clerical or office support 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. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as 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 10 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

For some assignments, must possess strength, stamina, and mobility to perform light physical work, stand for extended periods of time, and/or must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-37

FLSA: Non-Exempt

EEO Code: H-40

Board Approved: April 2021