

OFFICE AIDE

DEFINITION

Performs a variety of entry-level, general clerical duties.

TYPICAL DUTIES

Prepares and types form letters, labels, addresses, and other materials utilizing typewriters, word processors, and computers.
Proofreads reports, letters, bulletins, and other materials.
Assembles printed or duplicated materials for distribution.
Does alphabetical and numerical sorting, filing, and finding of data.
Makes simple computations and compilations of data.
Maintains office files of reports, bulletins, and correspondence.
Keeps records and makes entries on standardized forms.
Searches files and records for required information.
Receives, opens, time-stamps, sorts, and distributes mail.
Receives and distributes office supplies.
Addresses and stuffs envelopes.
May act as a receptionist, answer telephones, and reply to routine inquiries.
May operate data entry terminal.
May operate calculating or adding machines, and copiers.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An Office Aide learns and applies knowledge of office operations and procedures in carrying out a variety of clerical activities related to the operations of an office.

An Office Assistant performs responsible clerical duties and exercises initiative and judgment in applying established practices. Typing and use of computers and word processing equipment is an integral aspect of the duties. The class of **Office Assistant (Confidential)** is distinguished from the class of Office Assistant because of the requirement for the employee to have access to, or possess information relating to, employer-employee relations matters.

A Senior Office Assistant performs complex clerical work, applies a thorough knowledge of a highly specialized office function while assisting in the daily operation of an office, and exercises initiative and independent judgment in applying established practices to specific cases. Typing and use of computers and word processing equipment is an integral aspect of the duties.

SUPERVISION

Immediate supervision is received from higher level personnel. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

- Modern office practices and procedures
- Basic recordkeeping procedures
- Fundamentals of English grammar, spelling, and punctuation
- Basic operations of computer and word-processing equipment

Ability to:

- Learn the basic rules, policies, and procedures of the office to which assigned
- File materials accurately
- Understand and follow instructions
- Keep accurate and complete records
- Search records and furnish requested information
- Spell ordinary words correctly and use proper punctuation and grammar
- Make arithmetic calculations involving fractions, decimals, and percentages
- Work effectively with employees, students, and the public
- Learn public relations techniques for public contact in person and on the telephone
- Learn to operate computer and word-processing equipment, and other office machines
- Learn general and specialized computer applications

ENTRANCE QUALIFICATIONS

Education and Experience:

- Graduation from high school or its equivalent.
- Office experience and typing skills are desirable.