

OFFICE ASSISTANT
OFFICE ASSISTANT (Confidential)

DEFINITION

Performs a wide variety of responsible clerical duties related to the operation of an office. May operate a multi-line telephone system or a communications system console to relay a college's or the District Office's incoming and outgoing calls to proper persons or offices.

TYPICAL DUTIES

- Prepares letters, memoranda, statistical tables, documents, reports, and other material from notes, rough drafts, or verbal instructions using standard and specialized office software applications, as well as correct grammar, spelling, and punctuation.
- Processes documents by recording data in appropriate records, checks forms, and edits documents prepared by others to assure completeness and accuracy.
- Compiles, updates, and posts information and data from various sources and prepares reports and data/information summaries.
- Maintains office files by sorting, coding, indexing, filing, cross referencing, locating, and extracting documents in accordance with established operating procedures.
- Receives visitors, determines purpose of their visit, informs appropriate party of arrival, and directs visitors to appropriate office.
- Receives and relays incoming calls, takes messages, and places calls.
- Answers inquiries and gives out information concerning procedures, programs, and services of assigned work area to visitors, students, and the public.
- Receives office mail and time-stamps and distributes mail to appropriate staff.
- Maintains an inventory of office supplies and orders, receives, stocks, and distributes supplies.
- Effectively utilizes computer equipment, specialized software applications, and a variety of standard office machines used for processing the work of an office.
- May maintain and update the office's activity calendar utilizing a specialized software application including the arranging and scheduling of appointments for staff.
- May maintain time-keeping records for an office.
- May maintain and reconcile office expenditure accounts.
- May orient and train new employees in office procedures.
- May operate a multi-line telephone set or a communications console to relay a college's or the District Office's incoming and outgoing calls to proper persons or offices.
- May use a test phone to determine if a reported telephone equipment malfunction is related to an instrument or a line malfunction, and show telephone company technician(s) the location of reported equipment/systems malfunctions and/or the planned location of new telephone equipment/systems.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An **Office Assistant** performs responsible clerical duties and exercises initiative and judgment in applying established practices. Operating a keyboard and use of computer equipment are an integral aspect of the duties. Some employees may be assigned to a multi-line telephone set station or a communications systems console to route a College's or the District Office's incoming and outgoing calls to the appropriate persons or offices. The class of **Office Assistant (Confidential)** is distinguished from the class of Office Assistant because the employee, in the regular course of his or her duties, is required to have access to, or possess information relating to, the District's employer-employee relations.

DISTINGUISHING CHARACTERISTICS (Cont.)

A **Senior Office Assistant** performs complex clerical duties, applies a thorough knowledge of a highly specialized office function while assisting in the daily operation of an assigned office or department, and exercises initiative and independent judgment in applying established practices to specific cases. Operating a keyboard and use of computer equipment are an integral aspect of the duties.

SUPERVISION

Immediate supervision is received from a classified or academic supervisor. May provide work direction to student employees.

CLASS QUALIFICATIONS

Knowledge of:

- Clerical practices and procedures
- Organization and use of records and files
- Letter, memorandum, and report formats
- Proper business English, spelling, punctuation, and grammatical usage
- Capabilities of computer systems, software, and hardware common to assigned office
- Capabilities and operation of standard office equipment
- Customer service techniques for public contact in person and on the telephone

Skill in:

- Using a computer and standard office equipment

Ability to:

- Understand, interpret, and apply basic rules, policies, and procedures
- Give clear and concise instructions
- Use tact in responding to inquiries from employees and the public
- Operate common office machines
- Maintain accurate files and records
- Quickly locate information from reference materials available
- Make arithmetical calculations involving fractions, decimals, and percentages
- Spell, punctuate, use correct grammar, and proofread
- Work effectively and tactfully with employees, students, and the public
- Effectively utilize computer software and hardware and other office equipment in the performance of duties
- Learn general and specialized computer applications

ENTRANCE QUALIFICATIONS

Education:

- Graduation from high school or its equivalent

Experience:

- None is required. One year of full-time paid general clerical experience which included use of computer equipment and public contact is desirable.

Special:

- Must type 40 words per minute using a computer keyboard.