

SENIOR OFFICE ASSISTANT

DEFINITION

Performs a variety of complex clerical functions of an assigned office or department.

TYPICAL DUTIES

- Applies the rules and policies of a specialized program function or activity to specific cases.
- Reviews existing clerical procedures to determine more efficient methods and implements revised procedures and forms.
- Reviews and processes a variety of forms, applications, and records for completeness and accuracy and codes information.
- Effectively utilizes computer equipment, specialized software applications, and a variety of standard office machines used for processing the work of an office.
- Answers inquiries and explains rules, requirements, and procedures related to assigned office or department to students, District employees, and the general public.
- Prepares complex correspondence, memoranda, statistical tables, documents, reports, bulletins, brochures, and other material utilizing a variety of office software applications, corrects spelling, syllabication, and punctuation, and may review and edit material prepared by others for accuracy and compliance with guidelines.
- Maintains and is responsible for records, files, and other information of an office or unit.
- Posts, enters, and reconciles documents related to fiscal accountability of the office operations.
- Searches files for required information and compiles data as necessary.
- Maintains an inventory of office supplies and orders, receives, stocks, and distributes supplies.
- Provides work direction and training to clerical office staff.
- May prepare and maintain time-keeping records.
- May dispatch police personnel to respond to and assess crime and non-crime related incidents on a campus.
- May receive, sort, and distribute office mail to appropriate staff.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

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.

DISTINGUISHING CHARACTERISTICS (Cont.)

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.

An **Administrative Aide** applies a thorough knowledge of established procedures and policies in the areas of: budgeting, purchasing and contracts, personnel, payroll, the production of a college's schedule of classes and catalog, and other centralized administrative activities for a major organizational unit. Proficiency in the methods, procedures, and policies utilized in the Los Angeles Community College District is of greater importance than a broad knowledge of the general principles and practices of office administration. May perform lead duties. Use of computers and advanced software applications is an integral aspect of the duties. The class of **Administrative Aide (Confidential)** is distinguished from the class of **Administrative Aide** 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.

SUPERVISION

Immediate supervision is received from a classified or academic supervisor. Work direction is provided to assigned clerical staff and student employees.

CLASS QUALIFICATIONS

Knowledge of:

- Clerical practices and procedures
- Capabilities and operation of office equipment
- 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 or department
- Customer service techniques for public contact in person and on the telephone

Skill in:

- Use of computer and standard office equipment

CLASS QUALIFICATIONS (Cont.)

Ability to:

- Provide complex clerical support to an assigned office or department
- Understand, interpret, and apply rules, policies, and procedures related to an assigned office or department
- Effectively utilize computer software and hardware and other office equipment used in assigned office or department
- Maintain accurate files and records
- 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
- Give clear and concise instructions
- Critically review source data and detect and correct errors
- Provide leadership and technical assistance to others
- Train others in the functions, rules, practices and procedures of the office
- Learn District policies and procedures related to general administrative and business transactions of the District
- Learn 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.

Appointment to a position in a Police Office is subject to fingerprinting, a review of conviction record, and a background investigation (California Penal Code, Section 13510; California Code of Regulations, Title XI, Division II, Article I; Commission on Peace Officers Standards and Training (POST), Section 1018, Subsection C.