OFFICE ASSISTANT I/II

DEFINITION

Under general supervision, provides a variety of routine to difficult clerical support to various campus offices, which may include receptionist duties, typing, word processing, record keeping and filing; performs related duties as required or assigned.

CLASS CHARACTERISTICS

Office Assistant I is the entry level class of this office support series. Initially under supervision, incumbents learn office and College procedures. As experience is gained, there is greater independence of action within established guidelines. This class is alternatively staffed with Office Assistant II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level class.

Office Assistant II is the experienced level class of this series, competent to perform a variety of office support duties in support of either instructional or business services. All positions are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. Specific duties, including the amount of contact with students and the public, typing, word processing, and the use of on-line or personal computers, will vary with the department to which assigned.

EXAMPLES OF DUTIES (Illustrative Only)

- Types correspondence, reports, schedules, brochures, instructional materials, rosters and specialized documents related to the function of the department to which assigned from drafts, notes, dictated tapes, or brief instructions using a typewriter, word processor or computer keyboard
- Proofreads and checks typed and other materials for accuracy, completeness, compliance with departmental policies, and correct English usage, including grammar, punctuation, and spelling
- Enters and retrieves data and prepares reports from an on-line or personal computer system, following established formats
- Prepares and updates a variety of reports, which may require the use of arithmetic calculations
- Maintains records and processes forms, such as payroll records, purchase requisitions, course listings and schedules and others specific to the department
- Establishes and maintains office files
- Researches and compiles information from such files
- Acts as receptionist and receives and screens visitors and telephone calls and takes messages
- Provides factual information regarding college or department courses, activities and functions
- Operates standard office equipment
- Performs such office support activities as opening and distributing mail, processing outgoing mail and maintaining an inventory of office supplies
- Performs related duties as required or assigned
QUALIFICATIONS

NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

- Policies and procedures related to the department to which assigned
- Office practices and procedures, including filing and the operation of standard office equipment
- Business letter writing and the standard format for typed materials
- Business mathematics
- Basic business data processing principles and the use of word processing or personal computing equipment
- Correct English usage, including spelling, grammar and punctuation

Skill in:

- Performing detailed clerical work accurately
- Organizing and maintaining accurate files and records
- Composing routine correspondence from brief instructions
- Making accurate mathematic calculations
- Using sound judgment within established procedural guidelines
- Operating standard office equipment, including a word processor and centralized telephone equipment
- Prioritizing work, coordinating several activities and meeting deadlines
- Establishing and maintaining effective working relationships with those contacted in the course of the work
- Understanding and carrying out oral and written directions
- Ability to type or operate a keyboard with sufficient speed and accuracy to enter data and prepare correspondence and reports in a timely manner

NOTE: Specific positions may require or desire bilingual skill in a designated second language.

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

Office Assistant I: Equivalent to graduation from high school.

Office Assistant II: In addition to the above, one year of general clerical or office assistant experience at a level equivalent to the College’s class of Office Assistant I.

March 5, 2001