

**OFFICE ASSISTANT****DEFINITION:**

Under general supervision, to provide a variety of general clerical services, such as reception, typing, word processing, record keeping and filing in support of a campus office or service; to provide customer service to students and visitors; and to perform related duties as assigned.

**DISTINGUISHING CHARACTERISTICS:**

Positions in this classification are characterized by the presence of relatively clear guidelines from which to make decisions and the availability of supervision under non-routine circumstances. Specific duties will vary depending on the office or service to which assigned.

**ESSENTIAL DUTIES:** The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Provides first point of contact to students and visitors of an office or service of the College; answers questions by telephone or in person; and maintains student confidentiality when dealing with parents or others;
- Provides factual information regarding programs, services, activities and eligibility requirements;
- Schedules appointments for students with staff members or counselors;
- Conducts first level of screening to determine if students are suitable for available programs or services, assists student in completing applications; and notifies applicants of deadlines and activities;
- Answers incoming telephone calls and forwards, assists caller or takes a message as appropriate;
- Receives and screens visitors; and provides assistance, takes message or directs to other individual or department as appropriate; notifies staff and counselors of the arrival of students for appointments;
- Types a variety of documents including minutes, newsletters, flyers and correspondence;
- Helps students access campus services and equipment such as a computer, facsimile machine or copier;
- Processes forms such as payroll, purchase requisitions, course listings, schedules and others specific to the department;
- Sets up and maintains student files; compiles information from files and records, and prepares reports;
- Enters data into and maintains data bases containing student records; generates reports and audits for accuracy;
- Receives cash, issues receipts and processes invoices;
- Issues permits and cards such as parking permits, gas cards and meal tickets.
- May assist instructors with scoring tests and recording grades;
- Additional duties may include opening and distributing mail, preparing materials for bulk mailing, processing outgoing mail and maintaining an inventory of office supplies;

**MINIMUM QUALIFICATIONS:**

Knowledge of:

Basic office practices and procedures including organizing and maintaining files and operating equipment.

Correct English usage, including spelling, grammar and punctuation.

Word processing, spreadsheet and database tools.

Business letter writing and standard formats for typed materials.

Policies, procedures, processes and forms related to the department to which assigned.

Skill in:

Providing helpful and efficient customer service.

Understanding and carrying out oral and written instructions.

Organizing and maintaining accurate records and files.

Completing detailed clerical work accurately, despite frequent interruptions.

Developing and maintaining effective working relationships with those contacted in the course of work.

Using initiative and judgement within established guidelines.

Using word processing and spreadsheet programs, and quickly learning specialized computer applications such as the scheduling program.

Prioritizing work and coordinating several activities simultaneously.

Applying processes, procedures and office support tasks related to the department or program to which assigned.

Other Requirements:

Specified positions must possess a valid California driver's license and have a satisfactory driving record; and/or be willing to work shifts. Specified positions within this class may require certification of bilingual skill.

**ILLUSTRATIVE EDUCATION AND EXPERIENCE:** A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Completion of high school with coursework or practical experience in basic office skills.

One year of general clerical or office assistant experience with customer service duties.

**PHYSICAL CHARACTERISTICS:** The physical abilities involved in the performance of essential duties are:

Vision sufficient to read computer screens and handwritten and printed documents; manual dexterity to operate computer keyboards and office equipment, and handle paper; speech and hearing to obtain and relay information; bending, mobility, flexibility and lifting up to 35 pounds to maintain supply stock and obtain or replace files and records. This work is typically performed in an office setting but may involve limited exposure to elements when picking up or delivering materials, and/or environmental exposures unique to a particular department setting, such as limited exposure to fumes associated with a particular process.