

## **SAN LUIS OBISPO COUNTY OFFICE OF EDUCATION**

### **CLASS TITLE: OFFICE ASSISTANT**

#### **BASIC FUNCTION:**

Under the direction of an assigned supervisor, perform a variety of clerical duties in support of an assigned office and related programs; answer phones and greet and assist students, parents and visitors as assigned.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Perform a variety of clerical duties in support of an assigned office and related programs including typing, filing, duplicating and distributing materials.

Compile information and maintain various records and logs related to assigned programs and activities; maintain filing systems; verify and process various forms and applications.

Serve as receptionist, answering telephone calls and directing calls to appropriate personnel as assigned; take and relay messages as appropriate; schedule and arrange meetings and appointments; reserve facilities and equipment for meetings and other events as needed.

Receive, greet and direct visitors; respond to inquiries and provide a variety of general information to County Office personnel, students, parents and the general public related to office or program activities, policies and procedures.

Input various data into an assigned computer system; scan various forms as required; maintain automated records and files; generate computerized lists and reports as assigned; review input and output data for accuracy.

Type letters, lists, memoranda, bulletins, fliers, forms, labels, calendars, notices or other materials from detailed or rough copy; compose routine correspondence; proofread completed typing assignments; review and verify the accuracy and completeness of various documents.

Collect various monies and fees for assigned office or programs as required; issue receipts and make change as needed.

Perform clerical accounting duties as assigned; monitor and process income and expenditures as assigned, process purchase orders and arrange for billings and payments as directed; maintain related auditable records.

Operate a variety of office equipment including a calculator, copier, fax machine, typewriter, computer and assigned software; arrange for equipment repairs as necessary.

Communicate with County Office personnel and various outside agencies to exchange information.

Monitor inventory levels of office supplies; order, receive and maintaining inventory of office supplies as required.

Receive, open, sort and distribute mail; prepare and distribute informational packets and bulk mailings as directed.

Provide general clerical support for various County Office programs and functions such as Livescan fingerprinting, reception, and substitute calling.

##### **OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Modern office practices, procedures and equipment.  
Basic terminology, processes and operations of assigned office.  
Record-keeping and filing techniques.  
Telephone techniques and etiquette.  
Correct English usage, grammar, spelling, punctuation and vocabulary.  
Operation of a computer and assigned software.  
Mathematic calculations.

**ABILITY TO:**

Perform a variety of clerical duties in support of an assigned office and related programs.  
Answer telephones and greet the public courteously.  
Learn policies and objectives of assigned programs and activities.  
Maintain records and files.  
Type or input data at 40 words per minute from clear copy. \*\*\*  
Operate a variety of office equipment including a computer and assigned software.  
Understand and follow oral and written directions.  
Establish and maintain cooperative and effective working relationships with others.  
Communicate effectively both verbally and in writing.  
Complete work with many interruptions.  
Meet schedules and timelines.  
Receive, sort and distribute mail.  
Perform mathematic calculations with speed and accuracy.  
Demonstrate interpersonal skills using tact, patience and courtesy.  
Work confidentially with discretion.  
Maintain regular and reliable attendance.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and one year of general clerical experience, education, and/or training.

**LICENSES AND OTHER REQUIREMENT:**

Valid California Driver's License.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office or school environment.  
Constant interruptions.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information in person or on the telephone.  
Dexterity of hands and fingers to operate a computer keyboard.  
Seeing to read a variety of materials.  
Sitting or standing for extended periods of time.  
Physical agility to lift 15 pounds to shoulder height. Lifting, carrying, pushing or pulling light objects.

**HAZARDS:**

Contact with dissatisfied or abusive individuals.

***(\*\*\*This requirement may be waived for substitute, limited term or provisional assignments.)***

Grade Allocation: 19	Accountability of time: Director of Dept/Division
Adopted: 7/1/04	Tasks assigned by: Director of Dept/Division
Revised:	Evaluated by: Director of Dept.Division
	Hiring authority: Director of Dept/Division