

SAN LUIS OBISPO COUNTY OFFICE OF EDUCATION

JOB TITLE: OFFICE ASSISTANT

REPORTS TO: Assigned supervisor
SUPERVISES: No supervisory responsibilities.

DEFINITION:

Perform general office and clerical duties of moderate scope and complexity in support of assigned office and programs. Collate, audit, and input program data. Prepare and distribute packets and mailings. Answer phones and greet and assist students, parents, staff and visitors.

DISTINGUISHING CHARACTERISTICS:

This level is distinguished from the next higher level in that this position is entry level clerical support. It is distinguished by the more routine nature of tasks while still requiring application of developing skills and an ability to adapt procedures and processes to meet more complex assignments. Duties frequently require simple analysis and use of individual judgment in performing tasks.

QUALIFICATIONS:

Required:

1. High school diploma or equivalent.
2. One year of general clerical experience, education, and/or training.
3. Ability to type 40 words per minute as evidenced by a typing certificate issued by an authorized agency within the last two years.
4. Federal Bureau of Investigation and the California Department of Justice fingerprint clearance as required by California Education Code.
5. Valid California Driver's License.

KNOWLEDGE AND ABILITY:

1. Knowledge of modern office practices, procedures and equipment.
2. Knowledge of basic terminology, processes and operations of assigned office.
3. Knowledge of record-keeping and filing techniques.
4. Knowledge of telephone techniques and etiquette.
5. Knowledge of correct English usage, grammar, spelling, punctuation and vocabulary.
6. Knowledge of operation of a computer and assigned software.
7. Ability to learn policies and objectives of assigned programs and activities.
8. Ability to communicate effectively both verbally and in writing.
9. Ability to complete work with frequent interruptions.
10. Ability to perform mathematic calculations with speed and accuracy.
11. Ability to work confidentially with discretion.
12. Ability to maintain regular and reliable attendance.
13. Ability to work independently, prioritize and manage multiple tasks and effectively apply time management skills.
14. Ability to establish and maintain positive and effective working relationships with diverse populations.
15. Ability to understand and carry out assignments in a neat, orderly, accurate, and timely fashion following verbal or written instructions with minimal supervision.
16. Ability to exercise sound judgments and decisions and to evaluate the results of those judgments and decisions.
17. Ability to deal with problems or issues involving several consistent variables in standardized situations that arise within the scope, authority, and skill set of the classification.

ESSENTIAL FUNCTIONS:

1. Perform clerical duties in support of an assigned office and programs including typing, filing, duplicating, scanning and distributing documents and materials while maintaining confidential information and materials with complete security. Receive, open, sort and distribute mail.
2. Serve as receptionist, answering telephone calls and directing calls to appropriate personnel. Take and relay messages. Receive, greet and assist visitors. Communicate with and respond to inquiries and exchange a variety of general information to SLOCOE personnel, students, parents, outside agencies and the general public related to office or program activities, policies and procedures.
3. Schedule and arrange meetings and appointments. Reserve facilities and equipment for meetings and other events.
4. Compile information and maintain records and logs related to assigned programs and activities. Maintain filing systems. Complete, verify and process forms and applications.
5. Input data into an assigned computer system. Maintain automated records and files. Generate computerized lists and reports. Review and audit input and output data for accuracy.
6. Create letters, lists, memoranda, bulletins, fliers, forms, labels, calendars, notices or other documents and materials. Compose and proofread routine correspondence and completed typing assignments. Review and verify the accuracy and completeness of documents. Prepare, collate and distribute informational packets, binders, and bulk mailings.
7. Perform basic clerical accounting duties using accurate mathematical calculations. Review for accuracy and process income and expenditures, process purchase orders and arrange for billings and payments as needed. Maintain related auditable records. Collect monies and fees for assigned office or programs. Issue receipts and make change.
8. In specified positions, provide clerical support for fingerprinting services including operating a fingerprint scanner machine and rolling fingerprints for employees and the public. Arrange for equipment repairs.
9. Monitor inventory levels of office supplies. Order, receive and maintaining inventory of office supplies.
10. Perform related duties within the scope and skill level of the classification.

ENVIRONMENT:

1. Office or school environment.
2. Constant interruptions.

PHYSICAL DEMANDS:

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

HAZARDS:

Contact with dissatisfied or abusive individuals.

Grade Allocation: 22
Adopted: 7/1/04
Revised: 3/23/16, 7/1/24