

SANTA CLARA COUNTY OFFICE OF EDUCATION

POSITION: Substitute/Relief Office Worker I/II

HOURLY RATE: \$16.19/\$18.54 per hour

DUTIES AND RESPONSIBILITIES: The Substitute/Relief Office Worker I/II is an on-call, temporary position. The position performs a variety of responsible administrative and clerical/secretarial duties in support of day-to-day clerical/office or work units of the Santa Clara County Office of Education. Substitute/Relief workers in this class are assigned to lower and middle level managers and receive general to limited supervision with a framework of standard policies and procedures.

Office Worker I: This position performs a variety of responsible tasks and details from initiation of a relevant procedure to its completion. Substitute/Relief Office Worker I is characterized as entry-level substitute clerical/secretarial support and possesses general knowledge of office methods, principles, and practices.

Office Worker II: This position performs a wide variety of complex and responsible clerical/secretarial and operational support functions. Substitute/Relief Office Worker II is characterized as journey level substitute clerical/secretarial support and possesses intermediate knowledge of office methods, regulations, and procedures and also requires the use of initiative, problem solving skills, and independent judgment.

ESSENTIAL/TYPICAL DUTIES (Duties may apply to Substitute/Relief Worker I/II classifications in varying degrees of importance, frequency, or prioritization.)

Performs a wide variety of substitute clerical/secretarial, and operational support activities

Verifies, compiles, and records a variety of data/information related to projects as assigned by a County Office program, department, or work unit

Exercises independent judgment and relieves the manager of routine actions not requiring their immediate attention

Prepares a variety of material such as interoffice communications, correspondence, requisitions, forms, statistics, curriculum projects, instructional materials, specifications, and reports of a routine or special nature

Effectively uses word-processing, database, and spreadsheet software application programs in the course of assigned duties

May work with records of expenditures, maintain and monitor budget accounts, records, and cumulative balances for designated budget categories

Acts as central and/or office receptionist; answering telephones, making reservations and appointments, receiving and responding to all levels of staff and the general public providing information and assistance whenever possible.

Arranges and schedules a variety of meetings; notifying participants, confirming dates and times, reserving meeting sites, and preparing materials needed at the meetings

May be asked to maintain accurate and detailed calendar of events, due dates, and schedules related to the assigned work unit or program and its services to ensure proper tasks and activities occur as scheduled

Order materials, supplies and equipment upon request; maintains records of purchase orders; invoices and expenses to date, and inventories and logs same as they arrive

Prepares reports from data compiled and records kept as it relates to the assigned work unit or program

May receive and process information of a confidential nature; ensures such information is maintained in strict confidentiality

Receives, opens, and distributes incoming and outgoing mail; initiates and/or transmits inter-office memos, faxes and notices

Establishes and maintains a variety of records, logs, and filing systems pertaining to area(s) of responsibility

Receives, reviews, and verifies documents, records and forms for accuracy, completeness, and conformance to applicable rules, regulations, policies, and procedures

Develops or assists in the development of forms, worksheet, and record-keeping systems for the collection, dissemination, and maintenance of needed information for specialized programs within assigned unit

Assists other support staff with assigned functions as needed;

Operates standard office equipment including a microcomputer, typewriter, calculator, fax machine, copier, printer, and other related peripheral equipment

Performs related duties as required.

SUBSTITUTE STANDARDS

Knowledge of:

Modern office principles, practices, methods, and equipment

Proper telephone techniques

Proper business letter formats, report writing, record keeping, and filing systems

Word processing, database, and spreadsheet software applications

Microcomputer operations (not sure what this is)? Maybe just computer?

Proper English usage, grammar, punctuation, spelling, and vocabulary

Ability to:

Learn the operations, procedures, policies, and requirements of the assigned work unit or program and effectively apply them with good judgment in a variety of procedural situations

Perform a variety of clerical/secretarial duties with speed and accuracy

Understand and carry out a variety of oral and written instructions

Perform mathematical calculations accurately

Establish and maintain a variety of records and filing systems

Prepares a variety of interoffice communications, correspondence, requisitions, forms, statistics, curriculum projects, instructional materials, specifications, and reports of a routine or special nature

Prioritize and appropriately schedule assignments or tasks to meet established deadlines

Operate a variety of standard office equipment including, but not limited to, a computer, typewriter, calculator, fax machine, copier, and printer

Effectively use word-processing, database, and spreadsheet software application programs in the course of assigned duties

Communicate effectively and tactfully in both oral and written form

Keyboard/type accurately

Establish and maintain effective work relationships with those contacted in the performance of required duties

May require:

Some assignments may require the ability to speak, read, and/or write in another language other than English as designated by the County Office of Education

TRAINING AND EXPERIENCE

Substitute/Relief Office Worker I: Generally, any combination of training and experience that provides the required knowledge, abilities, and skills is qualifying. A typical method of demonstrating these qualifications would be: one year of clerical/secretarial experience or successful completion of an administrative assistant, office management, or secretarial training program.

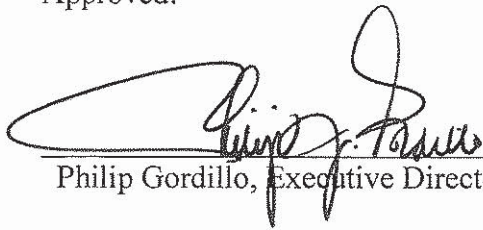
Substitute/Relief Office Worker II: Generally, any combination of training and experience that provides the required knowledge, abilities, and skills is qualifying. A typical method of demonstrating these qualifications would be: two years of clerical/secretarial experience or one year of clerical/secretarial (equivalent to Substitute Clerk I) experience complemented by successful completion of a administrative assistant, office management, or secretarial training program.

WORKING CONDITIONS: Duties are performed in an office environment.

PHYSICAL DEMANDS: Dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; seeing to read fine print; hearing and understanding voices over the telephone and in person; moving and transporting program materials, and lifting light objects.

BARGAINING UNIT: Substitute Office Workers Unit

Approved:



Philip Gordillo, Executive Director, Human Resources

06/12/13
Date