

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: OFFICE ASSISTANT II

BASIC FUNCTION:

Under the direction of an assigned supervisor, performs a variety of diversified clerical and record-keeping duties in support of an assigned office or program; answers phones, greets, and assists students, parents, staff and visitors.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Performs a variety of diversified clerical duties in support of an assigned office including typing, filing, duplicating and distributing materials.

Compiles information and prepares and maintains a variety of records and reports related to assigned programs and activities; reviews and verifies accuracy and completeness of various documents; establishes and maintains filing systems; verifies and processes forms and applications as needed.

Types letters, lists, memoranda, bulletins, reports, requisitions, flyers, forms or other materials from detailed or rough copy; composes routine correspondence; proofreads completed typing assignments.

Serves as receptionist, answering telephone calls and directing calls to appropriate personnel; takes and relays messages as appropriate.

Receives, greets and directs visitors; responds to inquiries and provide a variety of general information to personnel, students, parents and the general public related to office, department or program activities, policies and procedures.

Inputs data into an assigned computer system; maintains automated records; generates computerized lists and reports as requested; reviews input and output data for accuracy.

Receives, sorts and distributes mail; prepares and distributes informational packets and bulk mailings as directed.

Operates a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.

Communicates with personnel and outside agencies to exchange information and resolve issues or concerns.

Monitors inventory levels of office supplies; orders, receives and maintains inventory of office supplies.

Schedules and arranges appointments, conferences and meetings as directed; maintains calendars; makes travel arrangements as assigned.

Processes purchase orders and invoices as assigned; monitors office or program expenditures; maintains auditable records.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures and equipment.
Policies and objectives of assigned programs and activities.
Record-keeping and report preparation techniques.
Telephone techniques and etiquette.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Operation of a computer and assigned software.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Basic math.

ABILITY TO:

Perform a variety of diversified clerical and record-keeping duties in support of an assigned office or program.
Answer telephones and greet the public courteously.
Learn, interpret, apply and explain applicable laws, codes, rules and regulations.
Maintain records and prepare reports.
Type or input data at an acceptable rate of speed.
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 orally and in writing.
Complete work with many interruptions.
Meet schedules and timelines.
Receive, sort and distribute mail.
Add, subtract, multiply and divide quickly and accurately.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Graduation from high school and two years general clerical experience.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information in person and on the telephone.

Sitting or standing for extended periods of time.

Seeing to read a variety of materials.

Bending at the waist, kneeling or crouching to file materials.

Approved by Personnel Commission: December 14, 2016



Kristin Olson
Director-Classified Personnel Services

Date: 12/14/16