

## **ELK GROVE UNIFIED SCHOOL DISTRICT**

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

#### **BASIC FUNCTION:**

Under the direction of an assigned supervisor, perform a variety of complex and diverse clerical duties involving independent judgment and action within an assigned office and requiring in-depth knowledge of the function served; assist in assuring smooth and efficient office operations.

#### **DISTINGUISHING CHARACTERISTICS:**

The Office Assistant III classification performs a variety of complex and diverse clerical duties involving independent judgment and action within an assigned office and requiring in-depth knowledge of the function served. Incumbents may serve as sole clerical support to an office or program or serve in a lead capacity for other office clerical personnel. The Office Assistant I classification is the entry-level class in the Office Assistant series and provides an opportunity to learn the terminology, processes and operations of an assigned office. Incumbents in this classification are assigned routine and repetitive clerical duties and generally work under close supervision. Duties can usually be performed with brief instructions and require minimal previous clerical experience. The Office Assistant II classification performs a variety of clerical support duties requiring an understanding of the operations, procedures and functions of an assigned office. Incumbents receive only occasional instruction or assistance.

#### **ESSENTIAL FUNCTIONS:**

Perform a variety of complex and diverse clerical duties involving independent judgment and action within an assigned office and requiring in-depth knowledge of the function served; assist in assuring smooth and efficient office operations.

Compose correspondence independently or from oral instructions; type letters, reports, memoranda, contracts, legal documents, agendas, records, requisitions and other materials from straight copy, rough drafts or oral instructions; review, proofread and verify accuracy and completeness of documents; maintain confidentiality of sensitive and privileged information.

Serve as receptionist and answer telephones; take and relay messages as appropriate; direct calls to appropriate personnel; respond to inquiries and provide information related to office programs, schedules, activities, policies and procedures; receive, greet and assist visitors; resolve issues as appropriate.

Communicate with other departments, District staff and outside organizations regarding office or program operations, activities, supplies, policies and procedures and student information; prepare and coordinate administrative schedules and calendars; make travel arrangements as assigned.

Establish and maintain various office and departmental records and files; sort, file and purge materials according to established procedures.

Maintain and process information related to assigned operational records; input information into computerized database and generate a variety of reports and lists; assure the timely distribution of a variety of records and reports; request or provide information as necessary; prepare graphic presentations and charts as assigned.

Inventory, order, receive, store and distribute office and departmental supplies, materials and equipment; follow-up with vendors concerning missing or incorrect orders; tabulate, duplicate and forward invoices to appropriate departments.

Collect various monies and fees for assigned office; prepare bank deposits; maintain related accounting records; assist with preparing budget materials as directed.

Receive, sort and distribute incoming mail; prepare bulk mailings; assist in the preparation and dissemination of materials and information to the public and staff regarding various events and programs.

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

Train and provide work direction and guidance to clerical staff and student assistants as assigned by the position; assist with recording and computing time sheets as assigned.

Provide clerical assistance to other departments and secretarial staff as necessary.

Perform related duties as assigned.

**DEMONSTRATED KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Modern office practices, procedures and equipment.
- Operation of a computer and assigned software.
- Terminology, processes and operations of assigned office or program.
- Record-keeping and filing techniques.
- Telephone techniques and etiquette.
- Basic research methods and report preparation techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Applicable laws, codes, rules and regulations.
- Oral and written communication skills.
- Basic budgeting practices regarding monitoring and control.
- Basic math.
- Proper methods of storing equipment, materials and supplies.

**ABILITY TO:**

- Perform a variety of complex and diverse clerical duties in support of an assigned office or program.
- Communicate effectively with students, parents, staff and administration.
- Interpret, apply and explain applicable laws, codes, rules, regulations, policies and procedures.
- Answer telephones and greet the public courteously.
- Maintain records, logs and files.
- Type at a minimum of 35 words per minute from clear copy.
- Learn principles of training and providing work direction and guidance to others.
- Compile, assemble, verify and prepare data for records and reports.

Determine appropriate action within clearly defined guidelines.  
Compose correspondence and written materials independently.  
Work independently with little direction.  
Establish and maintain cooperative and effective working relationships with others.  
Meet schedules and timelines.  
Plan and organize work.  
Add, subtract, multiply and divide quickly and accurately.  
Operate a variety of office equipment including a computer and assigned software.  
Complete work with many interruptions.  
Maintain consistent, punctual and regular attendance.  
Move hands and fingers to operate a computer keyboard.  
Hear and speak to exchange information in person and on the telephone.  
Sit or stand for extended periods of time.  
See to read a variety of materials.  
Bend at the waist, kneel or crouch to file materials.

**EDUCATION AND EXPERIENCE REQUIRED:**

Any combination equivalent to: graduation from high school and/or two years of clerical experience involving frequent public contact.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.  
Constant interruptions.

**BOARD APPROVED:** July 19, 2022