

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: OFFICE ASSISTANT I

BASIC FUNCTION:

Under the direction of an assigned supervisor, serve as a receptionist and perform routine clerical duties in support of an assigned office.

DISTINGUISHING CHARACTERISTICS:

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. 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.

ESSENTIAL FUNCTIONS:

Serve as receptionist; answer telephone calls and direct calls to appropriate personnel; take and relay messages as appropriate.

Receive, greet and direct visitors; respond to inquiries and provide a variety of routine information to District personnel, students, parents and the general public.

Perform a variety of routine clerical duties including typing, filing, duplicating and distributing materials.

Type letters, memoranda, bulletins, forms, reports, requisitions or other materials from straight copy, rough drafts or oral instructions; proofread typing assignments for accuracy and completeness.

Prepare and maintain logs, files and records; sort, alphabetize and file materials; compile information and generate reports and lists as directed.

Receive, sort and distribute incoming and outgoing mail; prepare bulk mailings as assigned.

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

Collect various monies and fees for assigned office; prepare bank deposits as directed and maintain related records.

Perform related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Telephone techniques and etiquette.

Basic record-keeping and filing techniques.

Basic operation of a computer and assigned software.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Basic math.

ABILITY TO:

Perform routine clerical duties such as filing, typing, duplicating and maintaining routine records. Learn modern office practices, procedures and equipment.

Learn basic terminology, processes and operations of assigned office.

Answer telephones and greet the public courteously.

Type at a minimum of 35 words per minute from clear copy.

Operate 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.

Receive, sort and distribute mail.

Add, subtract, multiply and divide quickly and accurately.

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 sufficient training and experience to demonstrate the knowledge and abilities listed above.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.