

## **ELK GROVE UNIFIED SCHOOL DISTRICT**

### **CLASS TITLE: OFFICE ASSISTANT II**

#### **BASIC FUNCTION:**

Under the direction of an assigned supervisor, perform a variety of clerical support duties requiring an understanding of the operations, procedures and functions of an assigned office; assist in assuring smooth office operations.

#### **DISTINGUISHING CHARACTERISTICS:**

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. 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.

#### **ESSENTIAL FUNCTIONS:**

Perform a variety of clerical duties in support of an assigned office or program; assist in assuring smooth office operations.

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.

Communicate with other departments, District staff and outside organizations regarding office operations, activities, policies and procedures and student information; prepare and coordinate administrative schedules and calendars as directed.

Compose routine correspondence independently or from oral instructions; type letters, reports, memoranda, legal documents, records, requisitions and other materials from straight copy, rough drafts or oral instructions; proofread and verify accuracy and completeness of documents.

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

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

Input information into computerized database and generate a variety of reports and lists; collect and compile information, documents and data from files and records to be included in reports and files; calculate totals and subtotals; prepare graphic presentations and charts as assigned.

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

Assist in the coordination of special events and meetings.

Perform related duties as assigned.

**DEMONSTRATED KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Modern office practices, procedures and equipment.
- Basic terminology, processes and operations of assigned office.
- Operation of a computer and assigned software.
- Record-keeping and filing techniques.
- Telephone techniques and etiquette.
- 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 a variety of clerical duties in support of an assigned office or program.
- Communicate effectively with students, parents, staff and administration.
- Learn, interpret, apply and explain applicable laws, codes, rules and regulations.
- Answer telephones and greet the public courteously.
- Prepare and maintain records, logs and files.
- Understand and follow oral and written directions.
- Compose routine correspondence and written materials independently.
- Establish and maintain cooperative and effective working relationships with others.
- Meet schedules and time lines.
- Determine appropriate action within clearly defined guidelines.
- Type at a minimum of 35 words per minute from clear copy.
- Receive, sort and distribute mail.
- 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 one year of clerical experience involving frequent public contact.

**WORKING CONDITIONS:**

**ENVIRONMENT:**  
Office environment.  
Constant interruptions.