GENERAL PURPOSE
Under supervision, performs a wide variety of routine clerical support functions in a District department, including typing, data entry, filing and receptionist duties; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Office Assistants are responsible for performing routine office clerical duties, requiring limited knowledge of departmental procedures and practices. Work assigned to Office Assistants requires basic knowledge of the functions applicable to an area of assignment and the ability to solve routine problems.

Office Assistant is distinguished from Senior Office Assistant in that incumbents in the latter class perform more difficult clerical and office support functions, requiring greater familiarity with District functions, policies and procedures and the use of judgment and knowledge gained through experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Answers, screens and refers telephone calls; takes telephone messages; greets and directs visitors; assists students, instructors and others in person and/or by telephone; initiates and/or responds to routine requests for information from a variety of internal and external sources.

2. Sorts, duplicates and files records and documents in student or office files; pulls files upon request; prepares and updates student and office records and files; retrieves, duplicates and distributes copies of records, documents and materials.

3. Operates a computer and performs data entry and light typing responsibilities to prepare a variety of standard materials and documents; updates computer records and databases; types and generates flyers, agendas, notices, reports, labels, logs, basic correspondence and other documents; completes and processes standard forms related to areas of responsibility.

4. Opens, date-stamps and distributes incoming mail; stuffs, sorts and prepares outgoing mail for pickup; assists in the preparation of large mailings; retrieves, delivers and sends faxes.

5. May perform a variety of clerical activities to support operational functions of department, which could include one or more of the following: processes subpoena requests; issues and maintains records of bus passes, parking permits and/or gas cards; proofreads load sheets and schedule worksheets; inputs payroll information for student workers or assigned staff; performs routine
ordering of materials and supplies; sorts and distributes supplies; schedules, re-schedules, cancels and/or checks-in appointments and meetings for department staff; makes appointment reminder calls to students; assists in scheduling, arranging and set-up of meetings and conferences; assists with assembling and preparing related materials.

OTHER DUTIES
1. Attends a variety of meetings, classes and workshops as assigned.
2. May provide back-up for other department staff as needed.

QUALIFICATIONS

Knowledge of:
1. Office administration practices and procedures.
2. Correct English usage, including spelling, grammar and punctuation.
3. District rules, policies and procedures applicable to assigned areas of work.
4. Record keeping and filing practices and procedures.

Ability to:
1. Operate a computer and other standard office equipment.
2. Organize and maintain files accurately and efficiently.
3. Type accurately at a net speed of 40 wpm.
4. Communicate clearly and effectively, orally and in writing, in English and a designated second language as needed.
5. Understand and follow written and oral instructions.
6. Learn and apply new information and skills.
7. Provide information and work instructions to student workers and interns.
8. Use tact, discretion and courtesy in dealing with sensitive situations and upset or dissatisfied individuals.
9. Establish and maintain effective working relationships with District management, administrators, staff, students and others encountered in the course of work.

Education, Training and Experience:
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and at least one year of office administrative or secretarial experience; or an equivalent combination of training and experience.
Licenses; Certificates; Special Requirements:
None.

PHYSICAL AND MENTAL DEMANDS
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands
While performing the duties of this job, employees are regularly required to sit; talk or hear, in person or by telephone; use hands repetitively to finger, handle, feel or operate computers and other standard office equipment; and reach with hands and arms; Employees are frequently required to walk and stand; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands
While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and understand documents; analyze and solve routine office problems; learn and apply new information and skills; perform detailed work with frequent interruptions; work under deadlines; and interact with District management, administrators, staff, students and others encountered in the course of work.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.