CLASS SPECIFICATION
Senior Office Assistant

FLSA Status:  Nonexempt
EEOC Job Category:  Office & Clerical
Union Representation:  Represented

GENERAL PURPOSE
Under general supervision, performs a wide variety of moderately complex clerical, office support and records management duties in a District department; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Senior Office Assistants are responsible for independently performing office clerical and administrative support functions ranging in difficulty from simple to moderately complex requiring general knowledge of College and department or program policies and procedures. Assigned work requires the use of judgment in selecting appropriate procedures and solving routine to non-routine problems based on knowledge gained through experience.

Senior Office Assistant is distinguished from Administrative Assistant in that incumbents in the latter class provide complex, diverse and confidential secretarial, administrative and support services to department directors, managers or other staff at or above that level and/or perform a variety of difficult, specialized administrative and technical support functions that require a thorough knowledge of the terminology, procedures and practices for their functional areas.

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. Types, formats, revises, prints, maintains and distributes correspondence, memoranda, calendars, forms, reports, attendance sheets, charts, announcements and other documents; types from rough notes, drafts, and brief oral instructions; composes routine memoranda and correspondence; enters and revises data in databases and generates reports; collects, verifies accuracy and compiles data from a variety of departments; assembles packets of materials; opens, screens, date-stamps and distributes incoming mail; sends and receives faxes; prepares regular and bulk mailings; copies various documents and materials, including large duplication orders.

2. Operates a computer and performs data entry to access, process, retrieve and maintain records for a variety of department or program functions; updates and maintains computer records and databases; generates notices, forms, reports and other documents; develops and maintains standard spreadsheets for a variety of purposes.

3. Answers, screens and routes telephone calls; takes and distributes messages; greets and directs visitors to the appropriate office or staff member; responds to requests for information, questions and
complaints and refers questions and complaints to appropriate staff when necessary; provides general information regarding department policies and procedures to staff, students and the public; performs routine scheduling duties for the department or program.

4. Prepares, updates and maintains a variety of files and records; prepares manual and computer logs of various documents and requests; retrieves, duplicates and distributes copies of reports, forms, records and documents as requested.

5. May assist in receiving student applications; reviews application and documentation for completeness; processes applications into system.

6. Schedules meetings, workshops, events and conferences; coordinates arrangements; prepares sign-in sheets, agendas and notices from written or oral instructions; arranges for set-up, refreshments and catering; may attend meetings, take notes and draft minutes; may process reimbursements related to events.

7. Processes textbook or other general requisitions and ensures receipt of orders; orders and keeps an inventory of office supplies and materials; maintains related files.

8. Ensures proper use and maintenance of assigned College/department facilities and standard office equipment; issues and collects staff keys and maintains key inventory; inputs requests for keys and maintenance; provides information and assistance to custodial staff as needed; may process and enter work order information.

OTHER DUTIES

1. Attends a variety of meetings, classes and workshops as assigned.

2. Provides back-up for other department administrative and clerical staff.

3. May schedule, provide training and work direction to student workers and temporary staff.

4. May collect and process time and absence information for student workers or designated staff, including the data entry of payroll and absence information in payroll system for designated staff.

5. May process facility permits and maintain facilities event calendar.

6. May issue permanent and temporary parking permit tags and maintain staff parking list.

7. May distribute and monitor use of student lockers.

8. May perform basic student test/exam administration duties; may schedule dates, times and rooms for exams/tests; proctors tests; assembles and provides tests for scoring; organizes, maintains and distributes test results.

9. May provide assistance to students in registration process.
QUALIFICATIONS

Knowledge of:
1. Office administration practices and procedures.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
3. College organization, functions, rules, policies and procedures applicable to assigned areas of work responsibility.
4. Basic principles and practices of public administration, including purchasing and maintenance of public records.
5. Uses and operations of a computer and standard business software including word processing and spreadsheets.
6. Filing and record keeping practices and procedures.

Ability to:
1. Operate a computer using word processing, spreadsheet and other standard business software.
2. Operate other standard office equipment.
3. Type accurately at a net speed of 45 wpm.
4. Organize, set priorities and exercise sound judgment within areas of responsibility.
5. Interpret, apply and reach sound decisions in accordance with College and department policies and procedures.
6. Organize and maintain office and specialized files.
7. Compose routine correspondence from brief instructions.
8. Communicate clearly and effectively, orally and in writing, in English and a designated second language as necessary.
9. Understand and follow written and oral instructions.
10. Prepare clear, concise and accurate memoranda, documents, records and other written materials.
11. Use tact, discretion and courtesy in dealing with sensitive situations and upset or dissatisfied individuals.
12. Establish and maintain effective working relationships with College management, administrators, staff, students, the public 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 two years of increasingly responsible 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 10 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 problems; observe and interpret situations; use math and mathematical reasoning; learn and apply new information and skills; perform detailed work with frequent interruptions; work under deadlines; and interact with College management, administrators, staff, students, the public 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. Employees may work in a office in which there is a significant volume of telephone and visitor interaction and the noise level is moderate.