



PERSONNEL COMMISSION

**Class Specification
Salary Range: 19 (C1)**

CLASS CODE

TITLE

0677

SENIOR OFFICE ASSISTANT

5089

SENIOR OFFICE ASSISTANT – BL SPANISH

JOB SUMMARY

Under the direction of an assigned supervisor, perform complex and varied clerical support duties involving frequent and responsible public contacts requiring an understanding of a process or functional area at an assigned District office or program; greet and assist visitors; assist in assuring smooth and efficient office operations.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Perform complex and varied clerical support duties involving frequent and responsible public contacts requiring an understanding of a process or functional area at an assigned District office or program. **E**
- 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, including materials of a confidential nature; review, proofread and verify accuracy of documents. **E**
- Initiate and receive telephone calls; screen and route calls; take and relay messages; explain office or program policies and procedures; provide technical information concerning policies and procedures of assigned program or office according to established guidelines; resolve issues as appropriate. **E**
- Establish and maintain various office and departmental records and files for functions such as transportation, food services, purchasing, attendance and testing. **E**
- Communicate with other departments, District staff and outside organizations regarding office operations, activities, supplies, policies and procedures and student information; prepare and coordinate administrative schedules and calendars; make travel arrangements as assigned. **E**
- Input a wide variety of information into computerized database and generate a variety of reports and lists; assure the timely distribution and receipt of a variety of records and reports; request or provide information as necessary to assure completeness and accuracy; maintain rosters, schedules and activity calendars as assigned. **E**
- Receive monies and make deposits in accordance with established procedures;

- maintain related financial and statistical records; monitor expenditures and budgets as assigned by the position; research and prepare purchase requisitions, requests for services, contract and hourly additional funding; submit appropriation transfers. **E**
- Receive employee absence calls from District sites; prepare related forms and lists; fill vacancies according to established procedures; notify sites that substitute workers have been assigned. **E**
 - Sort and file materials according to established procedures; establish, maintain and purge records, logs, inventories and various files. **E**
 - 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. **E**
 - Receive equipment repair and work orders from school and District offices; prioritize and assign requests; process and route orders according to established procedures; maintain related records. **E**
 - Collect and compile information, documents and data from files and records to be included in reports and files; prepare graphic presentations and charts as assigned. **E**
 - Operate a variety of office equipment including a copier, fax machine, calculator, typewriter and a computer; arrange for repairs of equipment as directed. **E**
 - Train and provide work direction and guidance to clerical staff; participate in the hiring and evaluation process as requested; prepare time sheets or assist with recording and computing employee time sheets as assigned. **E**
 - Assist in monitoring workload and in determining work priorities; orient new hires and answer procedural questions; build teams to complete special projects as directed. **E**
 - Assist in the organization of inservice trainings for District staff; prepare related materials. **E**
 - Take, transcribe and distribute minutes of meetings as directed. **E**
 - Provide clerical assistance to other departments and secretarial staff as necessary.
 - Perform related duties as assigned.

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

The Senior Office Assistant classification provides complex and varied clerical support to an assigned District office or program involving frequent and responsible public contacts requiring an understanding of a process or functional area. Incumbents may serve as sole clerical support to a narrow District program or activity or serve in a lead capacity for other office clerical personnel by providing training and work direction and are authorized to adjust the flow and workload priorities of clerical support employees in order to accomplish the work of the office. Incumbents work under general supervision and independently perform the difficult and demanding clerical assignments in the office requiring the selection and application of a number of procedures and policies.

EMPLOYMENT STANDARDS

Knowledge of:

Modern office practices, procedures and equipment.
Operation of a computer and assigned software.
Record-keeping and filing techniques.
Telephone techniques and etiquette.
Report preparation techniques.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Interpersonal skills using tact, patience and courtesy.
Applicable laws, codes rules and regulations related to assigned activities.
Principles of training and providing work direction.
Oral and written communication skills.
Basic budgeting practices regarding monitoring and control.
District organization, operations, policies and objectives.
Basic math.

Ability to:

Perform complex and varied clerical support duties.
Communicate effectively with students, parents, staff and administration.
Interpret and explain applicable laws, codes, rules, regulations, policies and procedures.
Answer telephones and greet the public courteously.
Maintain records and files.
Compile, assemble, verify and prepare data for records and reports.
Train and provide work direction to others.
Understand and follow oral and written directions.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and time lines.
Plan and organize work.
Determine appropriate action within clearly defined guidelines.
Compose correspondence and written materials independently.
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.
Work independently with little direction.
Complete work with many interruptions.

Education and Training:

Graduation from high school.

Experience:

Either two years of clerical experience involving public contact or one year of experience at the level of Intermediate Office Assistant. Any other combination of training and/or

experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Some positions in this classification may require the ability to communicate effectively, both orally and in writing, in a language other than English. Selective certification in accordance with the Education Code may be effected to meet this requirement.

Some positions in this classification may require the use of a personal automobile and possession of a valid California driver's license.

SELF-CERTIFICATION OF TYPING/KEYBOARDING SKILLS:

This classification requires that incumbents be skilled in typing/keyboarding at a minimum of 35 words per minute. A typing test will not be given. Incumbents must certify in writing that they have such skills at the time of appointment to this class. Demonstrated proficiency will be expected during the probationary period for the class.

WORKING ENVIRONMENT

Office environment.
Constant interruptions.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person and on the telephone.
Seeing to read a variety of materials.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching to file materials.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

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