



## PERSONNEL COMMISSION

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

### CLASS CODE

### TITLE

3363  
5091

**SENIOR OFFICE ASSISTANT-SCHOOLS  
SENIOR OFFICE ASSISTANT-SCHOOLS – 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 a school site; greet and assist visitors; assist in assuring smooth and efficient office operations; perform related duties as assigned.

### 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 a school site. **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; proofread and verify accuracy of documents. **E**
- Initiate and receive telephone calls; screen and route calls; take and relay messages; explain school and District policies and procedures; resolve issues as appropriate. **E**
- Establish and maintain various records, logs and files for school office functions such as student counseling activities, testing, graduation, immunization, attendance and health. **E**
- Communicate with administrators, District and school staff and outside organizations regarding office operations, activities, supplies, policies and procedures and student information. **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**
- Participate in various attendance-related duties; contact parents and guardians to verify absences; prepare and maintain attendance and absence reports and lists according

- to established procedures; issue readmits to students; maintain student database system regarding absences, readmits and tardies. ***E***
- Provide support to school counselors; prepare and distribute counselor calendars and schedules; generate requested student lists and reports. ***E***
  - Type, file request and send cumulative student records to and from other schools according to established procedures; process requests for transcripts from outside of the District; create and maintain student cumulative files; input student grades and post report cards. ***E***
  - Estimate and order graduation materials such as diplomas, caps and gowns, senior portraits and other related items. ***E***
  - Provide assistance to students in the counseling office; respond to inquiries and provide information regarding course histories, grade point average, lost schedules and work permits; process work permits for students. ***E***
  - Participate in student registration activities; assist parents with proper completion of forms; enroll, withdraw and drop students as appropriate; maintain related records and process paperwork; verify students live within District boundaries and meet immunization requirements; assure emergency cards are completed and up-to-date. ***E***
  - Receive monies and make deposits in accordance with established procedures; maintain related financial 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***
  - 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, classroom and school supplies, materials and equipment; follow-up with vendors concerning missing or incorrect orders. ***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***
  - Assist teachers and staff with preparing materials; duplicate, collate, staple, bind and laminate various materials; distribute materials as assigned. ***E***
  - Train and provide work direction and guidance to clerical staff and student aides; participate in the hiring and evaluation process as requested; prepare time sheets or assist with recording and computing employee time sheets. ***E***
  - Administer routine first aid to students and staff as assigned by the position; dispense medication according to physician instructions and District policy; prepare and maintain related records; notify parents of ill or injured students as needed. ***E***
  - Receive, route and distribute mail. ***E***
  - Provide assistance to secretarial staff as directed. ***E***

*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 - Schools classification provides complex and varied clerical

support at a school site involving frequent and responsible public contacts requiring an understanding of a process or functional area. At the high schools, incumbents are typically assigned to the counseling or registrar's office. Incumbents may serve in a lead capacity of 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.  
Proper methods of storing equipment, materials and supplies.  
Basic first aid.  
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 instructions.  
Establish and maintain cooperative and effective working relationships with others.  
Meet schedules and time lines.  
Determine appropriate action within clearly defined guidelines.  
Compose correspondence and written materials independently.  
Receive, sort and distribute mail.  
Understand and work within scope of authority.

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.

**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 - Schools. 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**

School 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.

**HAZARDS:**

Potential for contact with blood and other body fluids.  
Exposure to bloodborne pathogens and communicable diseases.

**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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