

OFFICE ASSISTANT I

DEFINITION:

Under the supervision of the assigned administrator, performs a variety of general clerical duties in support of an assigned school office, department or program; answers phones and greets and assists students, parents, staff and visitors.

DISTINGUISHING CHARACTERISTICS:

The Office Assistant I classification provides an opportunity to learn the terminology, processes and operations of an assigned school or department office. Incumbents provide general and varied clerical support to an office and typically work under immediate supervision. The Office Assistant II classification provides diversified clerical support to an office, requiring more experience or an understanding of a process or functional area. The Office Assistant III classification performs complex clerical duties for an assigned school office, department or program requiring knowledge of designated policies, procedures and regulations. The Office Assistant IV classification performs a variety of specialized and complex clerical duties for an assigned school office, department or program requiring increased experience and requiring independent judgment and knowledge of designated policies, procedures and regulations. Incumbents may perform more specific assigned clerical functions relating to one or more areas.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Performs a variety of general clerical duties in support of an assigned office including typing, filing, duplicating and distributing materials.
- Provides front desk support and receives, greets and directs visitors; responds to inquiries and provides a variety of general information to personnel, students, parents and the general public.
- Serves as receptionist, answers telephone calls and directs calls to appropriate personnel; takes and relays messages as appropriate.
- Inputs data into an assigned computer system; maintains automated records; generates computerized lists and reports related to assigned activities as requested.
- Maintains assigned calendars; schedules meetings and appointments; sends out meeting notices and reminders as needed.
- Types letters, lists, memoranda, bulletins, reports, requisitions, flyers, forms or other materials from detailed or rough copy as assigned by the position; assists with preparing special department materials as assigned; composes routine correspondence; proofreads completed typing assignments.
- Assist in monitoring inventory levels of office or program supplies as assigned; assist with ordering, receiving and maintaining inventory of office or program supplies as assigned.
- Communicates with personnel, parents and outside agencies to exchange information, coordinate activities and resolve issues or concerns.
- Operates a variety of office equipment including a printer, copier, laminator, paper cutter, a computer and assigned software.
- Provides health office coverage as assigned and dispenses approved medication to students in accordance with organizational policy as assigned by the position; contacts parents for ill or injured students as assigned by the position.

QUALIFICATIONS GUIDE

Knowledge of:

- Current office practices, procedures and equipment.
- Telephone techniques and etiquette.
- Basic record-keeping and filing techniques.

- **Correct English usage, grammar, spelling, punctuation and vocabulary.**
- **Oral and written communication skills.**
- **Interpersonal skills using tact, patience and courtesy.**
- **Arithmetic calculations.**

Ability to:

- **Perform a variety of general clerical duties in support of an assigned office or program.**
- **Answer telephones and greet the public courteously.**
- **Learn department or program objectives, policies, procedures and goals.**
- **Operate a variety of office equipment including a computer and assigned software.**
- **Understand and follow oral and written directions.**
- **Establish and maintain cooperative and effective working relationships with others.**
- **Communicate effectively both orally and in writing.**
- **Complete work with many interruptions.**
- **Perform arithmetic calculations quickly and accurately.**

EDUCATION/EXPERIENCE:

Any combination equivalent to: graduation from high school and sufficient training and experience to demonstrate the knowledge and abilities listed above.

PHYSICAL DEMANDS:

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

- **Dexterity of hands and fingers to operate a computer keyboard.**
- **Hearing and speaking to exchange information in person and on the telephone.**
- **Sitting or standing for extended periods of time.**
- **Seeing to read a variety of materials.**
- **Bending at the waist, kneeling or crouching to file materials.**
- **Lifting, carrying, pushing or pulling objects up to 25 pounds.**
- **Reaching overhead and above shoulders to retrieve supplies.**

WORK ENVIRONMENT:

Indoor and office environment. Constant interruptions. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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