



## OFFICE ASSISTANT II

### DEFINITION:

Under the supervision of the assigned administrator, performs a variety of diversified clerical duties in support of an assigned school office, department or program; answers phones and greets and assists students, parents, staff and visitors; prepares, updates and maintains a variety of records and reports related to assigned programs and activities.

### DISTINGUISHING CHARACTERISTICS:

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. 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.

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

- Performs a variety of diversified 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 related to office, department or program activities, policies and procedures.
- Serves as receptionist, answers telephone calls and directs calls to appropriate personnel; takes and relays messages as appropriate; assists volunteers with signing-in according to established procedures.
- Inputs data into an assigned computer system; generates computerized lists and reports related to assigned activities as requested; reconciles timecard information as assigned by the position.
- Compiles information, prepares and maintains a variety of records and reports related to assigned programs and activities; inputs and updates student record, attendance, enrollment and registration information as assigned; reviews and verifies accuracy and completeness of various documents; establishes and maintains filing systems; verifies and processes forms and applications as needed.
- Maintains assigned calendars; schedules meetings and appointments; updates and posts site announcements as assigned.
- 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.
- Receives, sorts and distributes mail; prepares and distributes informational packets and bulk mailings as directed.
- Monitors inventory levels of office or program supplies as assigned; orders, receives and maintains inventory of office or program supplies as assigned; prepare and submits purchase orders and work orders as assigned.
- Communicates with personnel, parents and outside agencies to exchange information, coordinate activities and resolve issues or concerns; contacts parents to verify attendance information as assigned.
- Operates a variety of office equipment including a printer, copier, 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:**

- Modern 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.
- Type a net corrected speed of 45 words per minute.

**EDUCATION/EXPERIENCE:**

Any combination equivalent to: graduation from high school and one year of general clerical experience.

**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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