



OFFICE ASSISTANT IV

DEFINITION:

Under the supervision of the assigned administrator, performs specialized and complex clerical support duties involving independent judgment within an assigned school office, department or program; prepares, updates and maintains a variety of complex records and reports related to assigned programs and activities; performs program or site-specific specialized tasks and duties as assigned by the position; responds to inquiries and provides a variety of general information related to assigned office, department or program activities, policies and procedures.

DISTINGUISHING CHARACTERISTICS:

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. 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.

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

- Performs specialized and complex clerical support duties involving independent judgment within an assigned school office, department or program; performs program or site-specific specialized tasks and duties as assigned by the position; serves as a liaison between assigned administrator, parents and the public.
- Inputs data into an assigned computer system; generates computerized lists and reports related to assigned activities as requested; assures accuracy of input and output data.
- Compiles information, prepares and maintains a variety of complex records and reports related to assigned office and activities; inputs and updates a variety of information related to student records, attendance, enrollment and registration as assigned; responds to records and transcripts requests accordingly; reviews and verifies accuracy and completeness of various documents; compiles reports for outside agencies according to established procedures.
- Establishes and maintains filing systems; verifies and processes forms and applications related to assigned office and program; oversees assigned program clearance paperwork.
- Assures staff attendance information is properly entered into an assigned system as required; arranges for substitutes according to established procedures; updates and inputs information regarding staffing changes as assigned; reconciles timecard information as assigned.
- 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 assigned office, department or program activities, policies and procedures.
- Assists personnel and assigned program with adhering to specific requirements relating to grants or other program aspects as assigned.
- Provides support for assigned meetings including meeting coordination and set up; prepares assigned meeting agenda and action items as assigned.
- Participates in event planning for assigned school site or program and performs a variety of related duties; communicates and coordinates with administrators; prepares and disseminates related event items including various brochures, programs and documents as assigned; arranges for transportation in accordance with program-specific needs as assigned; requests facilities for program use according to established procedures.
- Collects and accounts for various monies and fees for assigned office as assigned by the position;

prepares bank deposits according to established procedures; maintains related accounting records and generates statements as assigned; communicates with other departments regarding invoices and payments as assigned; generates invoices for school and program-related fees as assigned.

- Updates, generates and monitors assigned program schedules; maintains assigned calendars; schedules meetings, conferences and appointments; updates and posts site announcements as assigned; assists with maintaining assigned websites as required.
- 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.
- Serves as receptionist as needed, answers telephone calls and directs calls to appropriate personnel; takes and relays messages as appropriate; assists volunteers with signing-in according to established procedures.
- 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; oversees the preparation of, reviews and submits purchase orders and work orders as assigned; processes travel reimbursements and expense claims according to established procedures.
- 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.
- Policies and objectives of assigned programs and activities.
- Record-keeping and report preparation techniques.
- Telephone techniques and etiquette.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Business letter and report writing, editing and proofreading.
- Methods of collecting and organizing data and information.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Arithmetic calculations.

Ability to:

- Perform specialized and complex clerical support duties involving independent judgment and action within an assigned office.
- Answer telephones and greet the public courteously.
- Assist in assuring smooth and efficient office operations.
- Interpret, apply and explain applicable laws, codes, rules and regulations.
- Maintain records and prepare reports.
- 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.
- Compose correspondence and written materials independently or from oral instructions.
- Complete work with many interruptions.
- Meet schedules and timelines.
- Perform arithmetic calculations quickly and accurately.
- Type at a net corrected speed of 55 words per minute.

EDUCATION/EXPERIENCE:

Any combination equivalent to: graduation from high school and three years 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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