

CONTRA COSTA COUNTY OFFICE OF EDUCATION

CLASS TITLE: OFFICE ASSISTANT II

RANGE: 8

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of diversified clerical and record-keeping duties in support of an assigned office or program; answer phones and greet and assist visitors and staff.

DISTINGUISHING CHARACTERISTICS:

The Office Assistant II classification provides diversified clerical support to an office, requiring an understanding of a process or functional area. The Office Assistant III classification performs specialized and complex clerical duties for an organization-wide function, requiring independent judgment and knowledge of designated policies, procedures and regulations. The Office Assistant I classification is the entry-level classification in the Office Assistant series and provides an opportunity to learn the terminology, processes and operations of an assigned office. Incumbents provide general and varied clerical support to an office and typically work under immediate supervision.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of diversified clerical duties in support of an assigned office including typing, filing, duplicating and distributing materials.

Compile information and prepare and maintain a variety of records and reports related to assigned programs and activities; review and verify accuracy and completeness of various documents; establish and maintain filing systems; verify and process forms and applications as needed.

Type letters, lists, memoranda, bulletins, reports, requisitions, flyers, forms or other materials from detailed or rough copy; compose routine correspondence; proofread completed typing assignments.

Serve as receptionist, answering telephone calls and directing calls to appropriate personnel; take and relay messages as appropriate.

Receive, greet and direct visitors; respond to inquiries and provide a variety of general information to personnel and the general public related to office, department or program activities, policies and procedures.

Input data into an assigned computer system; maintain automated records; generate computerized lists and reports as requested; review input and output data for accuracy.

Receive, sort and distribute mail; prepare and distribute informational packets and bulk mailings as

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directed.

Operate a variety of office equipment including a calculator, copier, fax machine, typewriter, computer and assigned software.

Communicate with personnel and outside agencies to exchange information and resolve issues or concerns.

Monitor inventory levels of office supplies; order, receive and maintain inventory of office supplies.

Schedule and arrange appointments, conferences and meetings as directed; maintain calendars; make travel arrangements as assigned.

Process purchase orders and invoices as assigned; monitor office or program expenditures; maintain auditable records.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

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.
- Operation of a computer and assigned software.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Basic math.

ABILITY TO:

- Perform a variety of diversified clerical and record-keeping duties in support of an assigned office or program.
- Answer telephones and greet the public courteously.
- Learn, 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.
- Complete work with many interruptions.
- Meet schedules and timelines.
- Receive, sort and distribute mail.
- Add, subtract, multiply and divide quickly and accurately.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and two years general clerical experience.

WORKING CONDITIONS:

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.

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.