

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.

- 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: