

SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: OFFICE ASSISTANT

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of general clerical duties in support of an assigned office or program; answer phones and greet and assist students, parents, personnel and visitors as assigned.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

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

Serve as receptionist, answering telephone calls and directing calls to appropriate personnel as assigned; take, retrieve and relay messages as appropriate; initiate phone calls to request information as necessary; arrange conferences, meetings, workshops and other events as directed.

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

Receive, greet and direct visitors as directed; respond to inquiries and provide a variety of general information to personnel, students, parents and the general public.

Input and update a variety of data in an assigned computer system; establish and maintain various automated records and files.

Compile information and prepare and maintain logs, files and records related to office functions, students, programs, services, financial activity and assigned duties; review and verify the accuracy and completeness of various documents.

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

Communicate with other departments, personnel and outside organizations to exchange information and resolve issues or concerns related to assigned activities; request and provide documents as needed.

Receive, sort and distribute mail as assigned.

Assist in monitoring inventory levels of office and classroom supplies as assigned by the position; assist with

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ordering, receiving, maintaining and distributing supplies.

Receive, collect and process enrollment or program fees as assigned by the position; maintain related records.

Participate in registration and enrollment activities as assigned by the position; provide information and packets to students as needed; request, receive and process transcripts as assigned; participate in student testing activities.

OTHER DUTIES:

Attend various meetings as assigned.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

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.

Operation of standard office equipment including a computer.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Perform routine clerical duties such as filing, typing, duplicating and maintaining routine records.

Answer telephones and greet the public courteously as assigned.

Learn department and program objectives, policies, procedures and goals.

Type or input data at an acceptable rate of speed.

Operate a variety of standard office equipment including a computer.

Maintain records and files.

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.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year general clerical experience involving frequent public contact.

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WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person or on the telephone.

Dexterity of hands and fingers to operate a computer keyboard.

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.