



West Valley - Mission

Community College District

CLASS SPECIFICATION

OFFICE ASSISTANT

Classified Position (Non-Exempt Status)

Classified Office, Technician & Business Services Salary Schedule – Range 50

DEFINITION

To perform a wide variety of general clerical duties in support of specific functions and programs within the department assigned, and to train and provide assignments to student workers as assigned.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level Office Assistant administrative support class. Employees at this level receive only occasional instruction or assistance as new, unusual, or unique situations arise and are fully aware of the operating procedures and policies within the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor; may receive technical and functional oversight from higher level staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform a wide variety of routine clerical work including filing, billing, checking, tracking, recording information, and processing data.

Sort, check, produce, upload and file documents and records, maintaining alphabetical index and cross-reference files; prepare notifications, agendas and other documents as needed.

Deposit fundraisers and process expenditures including stipends, record revenue and expenses for assigned groups,

Act as receptionist; answer telephone, screen calls and visitors, and refer inquiries, including students, as appropriate.

Schedule, coordinate, and/or participate in meetings and appointments as assigned.

Perform data entry; maintain a variety of databases and compile data for reports.

May collect and process payments; receive, sort and distribute mail; and order supplies as necessary.

May assist with graduation ceremony process.

Build and maintain positive working relationships with co-workers, other district employees, and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Modern office practices, procedures, and equipment.

English usage, spelling, grammar, and punctuation.

Computer equipment and software applications related to assignment.

Applicable federal, state and district laws, rules, and regulations.

Arithmetic calculations and research methods.

Database and software programs specific to area of assignment.

Ability to:

Perform responsible and difficult clerical work with speed and accuracy.

Evaluate and assess urgent or difficult situations; obtain assistance from other staff when needed.

Train and provide work direction to others.

Learn and perform clerical duties required by area of assignment.

Intermittently, review documents related to department operations; observe, identify, and problem solve office operations and procedures; understand, interpret, and explain program or department policies and procedures.

On a continuous basis, sit at desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; use telephone; write and use keyboard to communicate through written means; run errands; and lift or carry weight of 10 pounds or less.

Receive, record, verify, and process a variety of documents and data; maintain accurate databases and records.

Perform basic mathematical calculations.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Communicate effectively orally and in writing.

Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.

Establish and maintain effective, cooperative and collaborative working relationships with others.

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible clerical experience.

Education:

Equivalent to the completion of the twelfth grade.

License and Certificate

May need to possess an appropriate, valid California driver's license as required by the position.

EEO Category: Clerical/Secretarial

Date Approved: July 1, 2017