

July 2013

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED
SALARY TABLE: 29

CLASS TITLE: OFFICE ASSISTANT
SALARY RANGE: 16

BASIC FUNCTION:

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

DISTINGUISHING CHARACTERISTICS:

The Office Assistant classification provides diversified clerical support for an assigned program or function, requiring basic understanding of a process or functional area. The Senior Office Assistant classification performs specialized and complex clerical duties for an assigned program or function, requiring independent judgment and knowledge of designated policies and procedures.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of diversified clerical duties in support of an assigned office including typing, filing and duplicating materials; distribute, collect and process materials as required.

Receive, greet and direct visitors; respond to inquiries and provide a variety of general information to personnel, students and the public concerning program or function services, activities, policies and procedures.

Type letters, lists, memoranda, forms, announcements, labels, handouts, notices, exams, newsletters, syllabi 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 as required; take and relay messages as appropriate; refer visitors and callers to other programs, services or agencies as appropriate.

Compile information and maintain a variety of records and logs related to assigned programs, services and activities; establish and maintain filing systems; review and verify accuracy and completeness of various documents; check in and out materials as assigned by the position.

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

Communicate with students, personnel and outside agencies to exchange information and resolve issues or concerns; communicate in a designated second language as assigned by the position.

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

Schedule and arrange appointments, meetings and other events as directed; maintain office or function calendars and schedules as required.

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

Collect and account for various monies and fees for assigned program or function as required; assist with billing functions as assigned.

Open and close assigned facilities as assigned; lock and unlock doors; turn equipment on and off.

Receive, sort and distribute mail as required.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures and equipment.

Telephone techniques and etiquette.

Record-keeping and filing techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Operation of a computer and assigned software including assigned Microsoft, photoshop and other assigned programs.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Basic math.

ABILITY TO:

Perform a variety of diversified clerical duties in support of an assigned office or program.

Answer telephones and greet the public courteously.

Learn program or function objectives, policies, procedures and goals.

Type or input data at an acceptable rate of speed.

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.

Communicate in a designated second language as assigned by the position.

Meet schedules and timelines.

Complete work with many interruptions.

Add, subtract, multiply and divide quickly and accurately.

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EDUCATION AND EXPERIENCE:

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

LICENSES AND OTHER REQUIREMENTS:

Some incumbents in this classification may be required to read, write and speak English and a designated second language.

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.

Reaching overhead, above the shoulders and horizontally.