

CULVER CITY UNIFIED SCHOOL DISTRICT

CLASS TITLE: SENIOR OFFICE ASSISTANT

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 students, parents and visitors.

DISTINGUISHING CHARACTERISTICS:

The Senior Office Assistant classification performs a variety of diversified clerical support duties requiring an understanding of a process or functional area of an assigned office or program. Incumbents in this classification receive occasional instruction or assistance in performing activities. The Office Assistant classification performs routine clerical duties under close supervision in support of an assigned office. Duties can usually be performed with brief instructions and require minimal previous clerical experience.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of diversified clerical duties in support of an assigned office or program including typing, filing, duplicating and distributing materials; maintain confidentiality of sensitive and privileged information.

Serve as receptionist, answering telephone calls and directing calls to appropriate personnel; take and relay messages as appropriate; dispatch operational calls as assigned by the position.

Receive, greet and direct visitors; respond to inquiries and provide a variety of information to staff, students, parents and the general public related to District standards, procedures, policies and programs in a tactful and courteous manner.

Communicate with other departments, District staff and outside organizations to exchange information and resolve issues or concerns related to assigned activities; prepare and coordinate schedules and calendars as directed.

Compile information and prepare, maintain and purge logs, files and records; review and verify the accuracy and completeness of various documents; prepare routine reports as directed; verify and process forms and applications as needed.

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

Input a wide variety of information into assigned computerized database and generate a variety of reports and lists; request or provide information and records as necessary to assure completeness and accuracy.

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

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

Assist in monitoring inventory levels of office supplies and materials; assist with ordering, receiving and maintaining inventory of office supplies and materials.

Attend assigned meetings and conferences and prepare related agendas; take minutes and prepare related paperwork as directed.

Collect various monies and fees for an assigned office or program; maintain auditable records.

Participate in a variety of special projects as assigned.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures and equipment.

Basic terminology, processes and operations of assigned office.

Telephone techniques and etiquette.

Record-keeping and report preparation techniques.

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

Answer telephones and greet the public courteously.

Type or input data at 40 words per minute from clear copy.

Operate a variety of office equipment including a computer and assigned software.

Prepare reports.

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.

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 of 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.

HAZARDS:

Exposure to potentially volatile and emotional students and parents.