

OFFICE ASSISTANT II

DEFINITION

Under general supervision, performs a wide variety of general office support duties involving broadly defined policies and procedures at a school site or in the District office, and performs related work as assigned.

CLASS CHARACTERISTICS

Office Assistant II is the experienced level class of the office support series. The work requires exercise of discretion in the application of standard practices and procedures or in the modification of existing methods to complete assignments. Specific assignments such as word processing and dealing with the public may vary with the office to which assigned, however, all are characterized by the need for independence and the ability to apply guidelines in varied situations. In a junior high school, Office Assistant II differs from the School Office Assistant primarily in the level of responsibility exercised regarding student schedules and records; and in the degree of supervision received.

EXAMPLES OF DUTIES

Provides information, which may require the interpretation and explanation of policies and procedures, to students, parents and the general public over the telephone and in person.

Distributes registration packets; receives forms and reviews them for completeness, verifies birth dates, immunization records and residence information; orders/prepares transcripts of students' records; processes intra-District student transfer files and other student paperwork.

Maintains accurate attendance records and prepares standard reports; generates truancy letters as required.

Enters attendance, student schedules and other data into a computer, following established formats; accesses and updates data as needed.

Makes and receives a variety of telephone calls including calls regarding absentees.

Computes and records hours of attendance for students; issues permit slips and off-the-grounds passes.

Performs a wide variety of diverse office support tasks including typing, proofreading, filing and recording information on records.

Types or word-processes letters, memoranda, book lists, bulletins or other materials, from rough drafts, prior materials, notes, clear instructions or transcribing machine recordings.

Operates a variety of office equipment, including a computer and associated software.

Sorts and files documents and records according to predetermined classifications, maintaining alphabetical index and cross-reference files.

Performs mathematical calculations; prepares statistical, financial and other reports; prepares, posts and distributes material such as food service inventory, purchasing and financial records.

Processes and mails letters, forms and applications; receives, sorts and distributes incoming and outgoing mail.

Maintains, prepares and posts a variety of files and records including personnel records.

Keeps detailed testing records on specified students.

Acts as a receptionist and schedules appointments for other personnel; schedules and coordinates usage of facilities; maintains a calendar of events.

Assists in directing student assistants; may schedule students to see administrators or counselors; may assist with notifying students of detentions.

Prepares and processes a variety of materials including requisitions, work orders, bills and forms.

Maintains inventories of materials and office supplies, and reorders when specified limits are reached.

Collects and accounts for monies received for abatement accounts, shop cards, classes, books, etc.

Administers minor first aid and calls school nurse and/or parents when students are more seriously ill or injured; distributes and logs student medications, following strict procedures; prepares incident reports.

May compose routine correspondence and take and transcribe non-verbatim minutes of meetings.

QUALIFICATIONS

Knowledge of:

Standard office methods, practices and procedures, including filing and the operation of standard office equipment.

Computer applications related to the work, including word processing and spreadsheet applications.

Standard English usage, including spelling and grammar.

Business mathematics and basic statistical reporting practices.

Receptionist and telephone techniques.

Record keeping and report preparation methods.

Techniques for effective dealing with students, parents and the public.

Skill in:

Performing responsible and detailed office support work without close supervision.
Making mathematical calculations with speed and accuracy.
Using appropriate English, including correct spelling and grammar.
Operating standard office equipment and rapidly learning office rules, methods and policies.
Typing or word processing with sufficient speed and accuracy to perform the work.
Analyzing situations accurately and adopting an effective course of action.
Using a computer to enter, access and modify information and records.
Establishing and maintaining cooperative relationships with those contacted in the course of work.

Education:

Equivalent to graduation from high school.

Experience:

One year of office support experience. Experience at a school site and/or dealing with the public is desirable.

Physical Demands:

Must possess mobility to work in a standard office and/or school setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

N: 3/75

R: 3/80

R: 11/85

R: 2/97

R: 2/03