

Classification Description



Job Title: Office Assistant

Pay Grade: 102

Job Code: 4473

FLSA Status: Non-Exempt

Job Purpose

This is routine work where the employee has responsibility for secretarial and clerical duties in connection with the operations of an office. Work requires the application of varied general office procedures and the ability to solve work problems. Employees assigned to this class maintain specialized records and perform duties which require knowledge of the operations of the unit to which assigned.

General Responsibilities

Essential Functions

Composes and types routine correspondence, purchase orders, bulletins, reports, course outlines, forms, lists, proposals and other correspondence as required.

Enters, retrieves, edits, stores and verifies data entered on personal computer or network system.

Makes and receives telephone calls in addition to efficiently and professionally greeting incoming persons to the unit to which they are assigned.

Provides information to students, staff, and the public on the basis of knowledge of the unit and program under the supervisor's direction. Refers technical matters to the proper person or unit.

Relays messages and instructions from supervisor to staff and employees.

Maintains supervisor's appointment calendar and calls attention to appointments.

Maintains records of incoming and outgoing correspondence and action documents.

Follows up on work and process.

Makes travel arrangements as assigned.

Sets up files and assembles information for supervisor's use.

OFFICE ASSISTANT

Maintains departmental operating records, specialized reports, files and records relating to the operation of the unit to which assigned. Gathers and compiles data for statistical reports.

Assists the supervisor in general administrative duties and relieves the supervisor of administrative detail.

Performs specialized technical and clerical record-keeping duties requiring advanced knowledge of the unit and function to which assigned.

Performs general office tasks and assists in other aspects of clerical processing in the unit to which assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

High school diploma or GED and one (1) year full-time or two (2) years part-time professional appropriate work experience.

Knowledge of business English, spelling and arithmetic, office practices and procedures.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail. Computer use includes data entry, word processing and/or accounting functions.

Ability to operate small office equipment including copy machines and multi-line telephone systems.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.

OFFICE ASSISTANT

- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicate and collaborate with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills necessary.

Approved through classification/compensation study: September 1, 2009. Revised: February 18, 2011, June 10, 2013, July 1, 2014. Revised: July 1, 2023.