

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: OFFICE ASSISTANT II

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of clerical duties involving typing, filing and maintaining records or reports in support of a special program or District function.

DISTINGUISHING CHARACTERISTICS:

Incumbents in the Office Assistant II class provide clerical support to other clerical or secretarial staff and perform some assignments independently. Incumbents in the Office Assistant I classification perform routine, repetitive clerical duties not requiring previous experience. Duties are performed with brief instructions and under close supervision. The Office Assistant III performs specialized clerical and technical duties independently or provides sole technical clerical support for an assigned function. Incumbents exercise independent judgment and may be assigned lead duties.

REPRESENTATIVE DUTIES:

Perform clerical work, of above average difficulty, such as posting records and consolidating data, making arithmetic computations and securing information from a variety of sources.

Type a variety of written materials such as letters, memoranda, bulletins, reports, schedules, lists, examinations, forms or other materials from straight copy, rough draft, notes or transcription equipment on a typewriter or computer terminal.

Receive visitors and answer telephones; take and relay messages; greet students and the public and provide routine information; direct inquiries to the appropriate person or office; make phone calls to request, provide or verify information as directed; schedule appointments and meetings; maintain various schedules and calendars.

Maintain a variety of logs, records and files related to assigned office; sort, classify and file materials in alpha, numeric or other established sequence; maintain supply and material inventory of assigned area as required; order, receive and distribute materials, equipment and supplies.

Assure the timely duplication and distribution of various records, reports and other materials.

Receive, sort and distribute incoming and outgoing U.S. and District mail.

Operate a variety of office equipment, such as computer terminal, typewriter, calculator and copy machine.

June 1999

OFFICE ASSISTANT II (CONTINUED)

Communicate in a second designated language if required by position.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures and equipment.

Record-keeping techniques.

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

Telephone techniques and etiquette.

Oral and written communication skills.

Interpersonal skills including tact, patience and diplomacy.

Data entry techniques.

Record keeping and filing methods.

ABILITY TO:

Perform a variety of clerical duties involving typing, filing and maintaining records or reports.

Prepare, process and maintain records and reports accurately and in a timely manner.

Apply laws, rules, regulations involved in assigned clerical activities.

Make arithmetic calculations quickly and accurately.

Operate an electronic keyboard accurately at 40 word per minute from clear copy.

Operate microcomputer equipment and word processing, database management and spreadsheet applications software.

Communicate effectively both orally and in writing.

Work cooperatively with others.

Understand and follow oral and written directions.

Establish and maintain effective and cooperative working relationships with others.

Work effectively with frequent interruptions and stringent timelines.

Apply procedures and requirements for area of assignment.

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

EDUCATION AND EXPERIENCE: Any combination equivalent to: graduation from high school including or supplemented by clerical training, including office practices and procedures and one year of related experience.

LICENSE AND OTHER REQUIREMENTS: Some positions in this class may be required to use oral and written abilities in a second designated language.

WORKING CONDITIONS: Duties are performed in an office environment while sitting at a desk or computer terminal. Incumbents are subject to constant interruptions and noise from office equipment.

June 1999

PHYSICAL DEMANDS: Incumbents regularly sit for long periods of time, walk short distances on a regular basis, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; and hear and understand voices over telephone and in person; lift, carry, and/or move objects weighing up to 10 pounds.