



OFFICE ASSISTANT II

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Clerical/Secretarial	PEU Local 1	46	07/01/2017	Classified	1 of 2

DEFINITION

To perform a variety of routine to difficult clerical duties for assigned department, which may include providing first line customer service, composing routine correspondence, filing, faxing, scanning, copying, distributing mail, monitoring and ordering office supplies, data entry and other duties as assigned.

DISTINGUISHING CHARACTERISTICS

Office Assistant I - This is the entry-level classification of the Office Assistant series. Initially under close supervision, employees in this position learn office and department procedures. As experience is acquired, the employee performs with increasing responsibility.

Office Assistant II - This is the experienced-level classification of the Office Assistant series. Employees in this position are competent to perform a variety of office support duties. Office Assistant II is distinguished from the classification of Office Assistant I by the higher level of applied knowledge and skill which is expected.

SUPERVISION RECEIVED AND EXERCISED

- Receives supervision from a departmental supervisor or manager.
- May receive technical or functional supervision from higher-level departmental personnel.
- May provide training and direction to student assistants.

EXAMPLES OF DUTIES

- Answers phones; transfers calls from inside and outside campus to appropriate person or department; takes and delivers messages.
- Receives and greets office visitors; refers them to proper persons and offices.
- Provides factual information regarding college or department courses, activities and functions.
- Administers the on-line personnel directory and hard-copy campus phone directory.
- Answers emergency calls, obtains all information and accurately reports and forwards to emergency services as needed.
- Creates and maintains office files, reports, bulletins, and correspondence; searches files and records for required information; Performs alphabetical and numerical sorting, electronic filing, and locating data.
- Keeps records and makes entries on standardized forms.
- Operates a variety of office equipment, including photocopier, calculator, and computer.
- Reports issues regarding office equipment or technology.
- Orders, receives, distributes and stores office supplies.
- Prepares and types form letters, labels, addresses, and other materials.
- Accepts postal deliveries, including special deliveries.
- Sorts and distributes incoming and inter-office mail; prepares shipments of interdepartmental mail to outlying district locations on a daily basis.
- Performs related duties as assigned.



OFFICE ASSISTANT II

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Clerical/Secretarial	PEU Local 1	46	07/01/2017	Classified	2 of 2

MINIMUM QUALIFICATIONS

Knowledge of:

- Modern office procedures, practices and technology/equipment.
- English usage, grammar, spelling, punctuation and vocabulary.

Skill/Ability to:

- Operate a phone system.
- Operate office machines and learn office methods, rules and policies.
- Learn basic rules, policies and procedures of the office to which assigned.
- Understand and follow both oral and written instructions in an independent manner.
- Learn and communicate general information about campus facilities, events, resources, and staff.
- Maintain professionalism when interacting with callers.
- Make simple mathematical computations.
- Serve students, staff and colleagues in a helpful and professional manner.
- Establish and maintain cooperative work relationships with those contacted in the performance of required duties.
- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, race, ethnicity, gender identity, sexual orientation, age, mental or physical disability, and religious background of all students, faculty and staff, and with all individuals encountered in the performance of required duties.

EXPERIENCE AND TRAINING

- Two (2) years of experience performing routine and general clerical functions equivalent to that of an Office Assistant I.

EDUCATION/LICENSE OR CERTIFICATE

- Possession of a high school diploma / GED or the equivalent.

Adopted: 07/01/17