

## VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: OFFICE ASSISTANT**

**FLSA STATUS: NONEXEMPT**

**BASIC FUNCTION:**

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

**REPRESENTATIVE DUTIES:**

Perform a variety of responsible clerical duties to support a special program or District function, including typing letters, memoranda, bulletins, reports, schedules, lists, examinations, forms or other materials as requested. *E*

Maintain a variety of logs, records and files related to assigned office; ensure accuracy and confidentiality of documents as appropriate; sort, classify and file materials in alpha, numeric or other established sequence; may maintain basic program/function financial records as assigned. *E*

Perform receptionist duties and answer telephones; take and relay messages; greet students and the public; direct inquiries to the appropriate person or office; make telephone calls to request, provide or verify information as directed. *E*

Provide routine information and assistance to students and the public regarding assigned program or function. *E*

Type and perform other clerical duties for the assigned supervisor, instructors and other staff members as directed. *E*

Schedule appointments and meetings; make travel arrangements as required; maintain various schedules and calendars. *E*

Receive applications or other documents for assigned program/function; review for accuracy and completion. *E*

Operate a variety of office equipment such as typewriter, fax machine and copier; operate computer equipment to enter and retrieve data, maintain records and generate reports.

Maintain supply and material inventory of assigned area as required; order, receive and distribute materials, equipment and supplies as directed.

Ensure the timely duplication and distribution of a variety of records, reports and other materials as directed.

Sort and distribute incoming U.S. and District mail.

Train, provide work direction and coordinate schedules of student workers as assigned.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Basic operation and procedures in assigned program/function.

Modern office practices, procedures and equipment.

Record-keeping techniques.

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

Telephone techniques and etiquette.

Interpersonal skills using tact, patience and courtesy.

**ABILITY TO:**

Perform a variety of clerical duties involving typing, filing and maintaining records or reports in support of a special program or District function.

Learn and apply rules and regulations involved in assigned clerical activities.

Understand and follow oral and written directions.

Type at an acceptable rate of speed.

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

Operate a computer terminal to enter data, maintain records and generate reports.

Meet schedules and time lines.

Maintain records and prepare reports.

Train and provide work direction.

Answer telephones and greet the public courteously.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others including those from diverse academic, socioeconomic, cultural, ethnic and disability backgrounds.

Exercise patience, tact and sensitivity with students.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and one year of responsible clerical experience.

**WORKING ENVIRONMENT AND PHYSICAL DEMANDS:**

*Disclosure:*

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*Normal Office Environment:*

While performing the duties of this job the employee is required to perform light lifting; bend, stretch/reach, push and pull to maintain files; sit for extended periods of time; use hands and fingers to operate a computer keyboard, typewriter and other office equipment; speak and hear to exchange information. Incumbent may be occasionally exposed to dissatisfied or abusive individuals.

Office environment; subject to interruptions and distractions.