

July 2013

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: CLRC SENIOR OFFICE ASSISTANT

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform diversified and complex clerical support duties involving independent judgment and requiring in-depth knowledge of an assigned function or program; answer phones, provide program or function information, and greet and assist visitors.

DISTINGUISHING CHARACTERISTICS:

The CLRC Senior Office Assistant classification performs specialized and complex clerical duties for an assigned program or function, requiring independent judgment and knowledge of designated policies and procedures.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform diversified and complex clerical support duties involving independent judgment and requiring in-depth knowledge of an assigned function or program; assist in assuring smooth and efficient office operations, and proper and timely completion of assigned projects and activities.

Receive, greet and direct visitors; respond to inquiries and provide a variety of detailed information to personnel, students and the public concerning program or function services, goals, objectives, resources, time lines, activities, policies and procedures.

Compose and proofread correspondence; type letters, lists, memoranda, forms, announcements, manuals, handouts, notices, fliers, labels, certificates, newsletters, brochures, minutes or other materials from detailed or rough copy; process various forms, applications and paperwork.

Serve as receptionist, answering telephone calls and directing calls to appropriate personnel as required; take and relay messages as appropriate; refer visitors and callers to other programs, services or agencies as appropriate.

Compile information and prepare and maintain a variety of records, logs and reports related to assigned programs, services and activities; establish and maintain filing systems; duplicate, assemble, distribute, collect, review and verify accuracy and completeness of various documents.

Input data into an assigned computer system; establish and maintain automated records and files; initiate queries and generate computerized reports and documents as required; review input and output data for accuracy.

Communicate with students, personnel and outside agencies to exchange information and resolve

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issues or concerns; communicate in a designated second language as assigned by the position.

Operate a variety of office equipment including a copier, fax machine, typewriter, computer and assigned software; operate a cash register as assigned by the position.

Schedule and arrange appointments, meetings, special events and other activities as directed; coordinate facility use as assigned; maintain office or function calendars and schedules as required.

Monitor inventory levels of office and other designated supplies as assigned; order, receive and maintain inventory of office supplies; prepare purchase orders and invoices as required.

Perform a variety of clerical accounting duties as assigned; monitor funds for income and expenditures; calculate, prepare and revise accounting and budgetary data; arrange for payments and billings and collect, deposit and account for various monies and fees as required.

Open and close assigned facilities as assigned; lock and unlock doors; turn equipment on and off; issue and collect keys as required.

Receive, sort and distribute mail as required; prepare and distribute informational packets and bulk mailings as directed.

Attend and participate in various meetings as assigned.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Modern office practices, procedures and equipment.
- Telephone techniques and etiquette.
- Policies and objectives of assigned programs and activities.
- Record-keeping and report preparation techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Business letter and report writing, editing and proofreading.
- Operation of a computer and assigned software.
- Methods of collecting and organizing data and information.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Mathematic calculations.

ABILITY TO:

- Perform diversified and complex clerical support duties involving independent judgment and requiring in-depth knowledge of an assigned function or program.
- Answer telephones and greet the public courteously.
- Assist in assuring smooth and efficient office operations.

Type or input data at an acceptable rate of speed.
Compose correspondence and written materials independently or from oral instructions.
Operate a variety of office equipment including a computer and assigned software.
Understand and follow oral and written directions.
Establish and maintain cooperative and effective working relationships with others.
Communicate effectively both orally and in writing.
Communicate in a designated second language as assigned by the position.
Meet schedules and timelines.
Complete work with many interruptions.
Add, subtract, multiply and divide quickly and accurately.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and two years general clerical experience involving frequent public contact.

LICENSES AND OTHER REQUIREMENTS:

Some incumbents in this classification may be required to read, write and speak English and a designated second language.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person and on the telephone.
Sitting or standing for extended periods of time.
Seeing to read a variety of materials.
Bending at the waist, kneeling or crouching to file materials.
Reaching overhead, above the shoulders and horizontally.