

July 2013

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: 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 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. The Office Assistant classification provides diversified clerical support for an assigned program or function, requiring basic understanding of a process or functional area.

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.

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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.