VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: COMMUNICATIONS ASSISTANT

BASIC FUNCTION:

Under the direction of an assigned supervisor, operate a telephone switchboard or console; act as receptionist and provide general information to students, public and staff; perform a variety of clerical duties including the processing and distribution of inter-district, regular and bulk mail.

REPRESENTATIVE DUTIES:

Operate a telephone switchboard or console; answer, screen and route incoming telephone calls; take and deliver messages. E

Greet and direct visitors as appropriate; provide routine information to employees, students and the public. E

Sort, weigh, meter and affix postage on outgoing U.S. mail and package according to postal regulations; prepare bulk mailings; receive, sort and distribute incoming U.S. and inter-district mail. E

Perform a variety of clerical duties including typing, duplication and filing. E

Maintain related records, forms, logs and documents. E

Operate a variety of department equipment including postage meter, scale, computer and fax machine. E

Train and provide work direction to relief operators as assigned. E

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Telephone procedures, techniques and etiquette
Modern office practices, procedures and equipment
Interpersonal skills using tact, patience and courtesy
Record-keeping techniques

Established March 1998
Postal rates and regulations

ABILITY TO:

Communicate effectively with staff, students and the public
Type at an acceptable rate of speed
Operate a switchboard or console telephone
Understand and follow oral and written directions
Work independently with little direction
Greet and direct visitors
Learn to prepare, post and distribute a variety of mail according to established procedures.
Maintain records and logs
Operate various office equipment including typewriter, postal equipment, duplicating machine
and computer
Train and provide work direction to others
Learn District employee locations and extensions, organizations and operations
Make simple arithmetic computations

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year of general clerical
or receptionist experience including six months operating a telephone console.

WORKING CONDITIONS:

ENVIRONMENT:

District or school office reception environment

PHYSICAL ABILITIES:

Dexterity of hands and fingers to operate a telephone switchboard or console and to sort mail
Hearing and speaking communicate with callers and visitors
Seeing to read and sort mail
Lifting moderately heavy packages and mail bags
Sitting for extended periods of time
Reaching to retrieve and file records