VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: OFFICE ASSISTANT

BASIC FUNCTION:

Under the general supervision of an assigned supervisor, perform a variety of office support, clerical, and routine secretarial duties of a general or specialized nature.

REPRESENTATIVE DUTIES:

Serve as receptionist for assigned area; receive office and telephone callers; provide general and technical information in accordance with established guidelines.  

Verify and review materials such as applications, records, files, and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, files, and reports; collect and process appropriate information.

Prepare, review, edit, and proofread a variety of documents and forms including general correspondence, agendas, requisitions, purchase orders, reports, minutes, and memoranda from rough draft, recordings, or verbal instruction; disseminate information as appropriate.

Maintain accurate and up-to-date files and records for assigned areas; develop and monitor various logs, accounts, and files for current and accurate information; maintain and generate reports from a database or network system; verify accuracy of information and research discrepancies.

Perform a variety of routine clerical accounting duties and responsibilities pertaining to financial record keeping and reporting; compile information and data for statistical and financial reports; check and tabulate data; maintain a variety of accounting records, logs, and files.

Produce newsletters, brochures, technical handouts, and other specialized documents using desktop publishing software and other computer applications.

Receive, sort, and distribute incoming and outgoing correspondence.

Maintain office supplies and inventories; order, receive, and maintain office supplies and equipment; prepare requisitions, purchase orders, and work order forms.

Maintain calendar of activities, meetings, and various events; schedule appointments; reserve facilities for specific uses.

Assist in the preparation and distribution of meeting agendas and associated material; take and prepare minutes.

Make reservations and travel arrangements; process a variety of travel and expense forms.

Assist in training and providing work direction to student workers.

Established March 2012
OFFICE ASSISTANT (continued)

Perform related duties as required.

E = Essential duties

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Office procedures, methods, and equipment including computers
Office productivity computer applications including word processing, spreadsheet, email, and database
Principles and procedures of records management, including those related to maintaining filing systems
Methods and techniques of proper phone etiquette
Mathematical principles
Basic principles of business letter writing and report preparation
Fundamentals of English grammar, spelling, and composition
Principles and practices of sound business communication
Customer service and public relations methods and techniques

ABILITY TO:

Interpret and apply general administrative and departmental policies and procedures
Apply applicable federal, state, and local laws, codes, and regulations
Operate office equipment including computers and supporting word processing, spreadsheet, and publishing applications
Learn and apply new information and skills
Type, keyboard, and/or enter data at a speed necessary for successful job performance
Establish and maintain a variety of files and records
Prepare routine correspondence and memoranda
Accurately count, record, and balance assigned transactions
Make arithmetic calculations quickly and accurately
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person
Plan and organize work to meet changing priorities and deadlines
Understand and carry out oral and written directions
Communicate clearly and concisely, both orally and in writing
Establish and maintain effective working relationships with those contacted in the course of work
Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports
Exercise initiative and independence of judgment and action
Prepare reports by gathering and organizing data from a variety of sources
EDUCATION AND EXPERIENCE:

Any combination equivalent to:

Education: Graduation from high school or evidence of equivalent educational proficiency.

Experience: One year of responsible clerical experience involving public contact and the use of a computer and office applications OR two years of customer service experience that required the use of computer applications to enter and retrieve information.

WORKING CONDITIONS:

ENVIRONMENT:

College or District Office environment
Constant interruptions

PHYSICAL ABILITIES:

Dexterity of hands and fingers to take and transcribe dictation and to operate a computer keyboard and other office equipment
Sitting for extended periods of time
Hearing and speaking to exchange information on the telephone or in person
Seeing to read and review documents
Reaching to retrieve and file records