

San Diego County Office of Education
Personnel Commission

CLASS TITLE: OFFICE ASSISTANT II

DEFINITION:

Under general supervision, performs a variety of clerical, data entry, report preparation, and office support tasks.

REPRESENTATIVE DUTIES:

ESSENTIAL FUNCTIONS:

Performs any combination of the following duties:

Acts as an office receptionist by greeting staff, outside agency, and the general public.

Responds to requests for information and assistance in person, over the phone, and through email.

Answers the phone; takes messages and/or refers caller to appropriate staff or resource.

Enters data into databases.

Prepares a variety of prescribed and/or ad hoc reports.

Posts data to clerical control records.

Proofreads and compares data requiring the assembling of information from various sources, using discretion in recognizing and correcting discrepancies.

Maintains files where discretion is involved in assigning items to proper place.

Performs simple recordkeeping or statistical compilation.

Prepares and maintains inventories and mailing lists.

Orders, checks and issues supplies.

Prepares requisitions.

Types letters, documents, and reports from rough drafts, marginal notes or oral instructions.

Composes routine letters.

Matches invoices, receiving reports and purchase orders, and checks extensions on purchase orders.

Distributes departmental mail to appropriate staff member.

Compiles and prepares materials for distribution including electronic formats.

Assists with workshop preparations.

Issues permits, licenses or materials in accordance with established procedures.

Prepares and distributes notices, bills, forms.

Types warrants, posts payments, and balances them with encumbrances.

Operates a variety of office equipment including computers, adding machines, calculators and copiers.

Transcribes letters and reports from transcribing equipment.

May lead the work of subordinate clerical personnel.

NON-ESSENTIAL FUNCTIONS:

Performs other duties as required.

CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:

None

EDUCATION AND EXPERIENCE:

Experience, training and/or education demonstrating possession of the knowledge, skills and abilities detailed below. Typical qualifying experience would include: one year of progressively responsible office/clerical experience and training demonstrating the typical tasks described above. Work experience involving the use of computers for recordkeeping or word processing is required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office procedures and organization

Effective recordkeeping systems and procedures.

Computer operations and related word processing and spreadsheet applications.

Proper formats for correspondence and reports

Correct English grammar and usage

ABILITY TO:

Operate a keyboard at a rate sufficient for successful job performance

Operate standard office equipment such as computers, adding machines, calculators and copiers

Quickly learn pertinent department policies and procedures

Quickly learn to use department computer applications, software, and web based tools

Collect data and prepare correspondence and reports

Interpret numerical data according to instruction

Establish effective working relationships with students, parents, staff and outside agencies

Give work direction to subordinate clerical personnel

Follow oral and written instructions

Work with minimum supervision

Make decisions on procedural matters within the scope of established policy

Communicate effectively orally and in writing

Compose simple letters and memos

Set up, organize, and maintain accurate records and office files

Perform clerical detail with accuracy, and thoroughly complete routine tasks

Make arithmetical computations

WORKING CONDITIONS & PHYSICAL ABILITIES:

Office setting.

Must be able to hear and speak to exchange information; see to perform assigned duties; sit and/or stand for extended periods of time; possess dexterity of hands and fingers to operate a computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lift light objects.

DISTINGUISHING CHARACTERISTICS:

The duties of this class may include considerable public contact requiring discretion and judgment, including the interpretation and explanation of laws, policies and procedures; following general policies rather than specific routines; preparing comprehensive reports; and having less immediate supervision than that of Office Assistant I. This class differs from the class of Administrative Clerk, in that the latter class usually involves responsibility for work in a highly specialized field; complex recordkeeping with multiple rules and laws to follow with serious consequences in the event of error; and the development and revision of clerical procedures and systems.

Established: 4/77

Revised: 10/85; 5/95; 01/97; 9/03; 10/04; 7/12