

## RIVERSIDE UNIFIED SCHOOL DISTRICT

### CLASS TITLE: SCHOOL OFFICE ASSISTANT (RANGE 16)

#### **BASIC FUNCTION:**

Under the direction of an assigned supervisor, perform a variety of responsible clerical duties to assist to administrators, counselors, students, and parents; input a variety of information and produce a variety of correspondence, records, and reports; greet the public, answer phones, and provide information; process student attendance and assist parents and students with registration and class enrollment; assist with a variety of details related to the implementation of District programs; assist daily with student health-related matters.

#### **REPRESENTATIVE DUTIES:**

Perform a variety of responsible clerical duties to assist administrators, counselors, secretaries, students and parents involving frequent public contact; assist with the smooth and efficient processing and flow of information and materials. *E*

Assist parents and students with registration, class enrollment and class changes; review completed forms for accuracy, completeness and conformity with established policies, codes and other guidelines; prepare and assist in maintaining permanent record cards and cumulative files. *E*

Greet the public and answer phones; provide information and directions, take messages, or transfer to appropriate individual as needed; provide information to students, teachers, parents and others regarding assigned office or program; explain established policies and procedures; assist in orienting parents and students to school facilities and activities. *E*

Process student attendance; collect attendance rosters and maintain lists of individuals and reasons for absence; scan and/or enter information into computerized student data base; call parents to clear unverified absences; assist with periodic attendance reports. *E*

Provide information related to assigned school site; schedule appointments for administrators; assist students in using program materials; prepare a variety of correspondence, lists, records, and reports as assigned; operate computer and various software applications to prepare documents and reports. *E*

Operate a variety of office equipment, including personal computers and computer terminals, printer, typewriter, fax machine, copier and scanning machine. *E*

Perform a variety of responsible clerical tasks; prepare and type correspondence, schedules, bulletins, applications, purchase requisitions and other documents; compare budget records against printouts to verify accuracy; research and resolve errors and discrepancies as needed. *E*

Assist in providing general health assistance to ill or injured students; dispense medications according to physicians directions and District guidelines; determine appropriate health care measures and contact professional medical personnel or arrange for student transportation to medical facilities according to established District policies and procedures. *E*

Monitor student's behavior assigned to the office for discipline or classroom behavior issues; prepare related correspondence to parents and other individuals as appropriate. *E*

Assist other office staff as needed; and provide direction to student assistants as assigned.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:****KNOWLEDGE OF:**

Modern office practices, procedures and equipment.  
Record-keeping techniques.  
Operation of a computer terminal.  
Correct English usage, grammar, spelling, punctuation and vocabulary.  
Interpersonal skills using tact, patience and courtesy.  
Telephone techniques and etiquette.  
Oral and written communications skills.  
Basic first aid techniques.

**ABILITY TO:**

Perform a variety of responsible clerical duties quickly and accurately involving frequent public interaction.  
Input a variety of class registration, class change and placement test data into a computer terminal.  
Learn, interpret and explain rules, regulations and policies regarding assigned school office.  
Operate a computer terminal to enter data, maintain records and generate reports.  
Determine appropriate action within clearly defined guidelines.  
Understand and follow oral and written directions.  
Establish and maintain effective and cooperative working relationships with others.  
Work confidentially with discretion.  
Meet schedules and time lines.  
Maintain records and prepare reports.  
Provide assistance and complete work with many interruptions.  
Type and/or use word processors accurately at 40 words per minute.  
Communicate effectively with students, staff and the general public.  
Administer basic first aid.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and two years of responsible clerical experience involving contact with the public in an automated office environment.

**WORKING CONDITIONS:****ENVIRONMENT:**

School office environment.  
Constant interruptions.

**PHYSICAL ABILITIES:**

Seeing to observe documents.  
Hearing and speaking to communicate with others.  
Sitting or standing for extended periods of time.  
Dexterity of hands and fingers to operate office equipment.  
Bending at the waist.  
Reaching overhead and above shoulders.  
Lifting and carrying light objects.

**HAZARDS:**

Contact with dissatisfied or abusive individuals.  
Contact with sick or bleeding students.