



Excellence for all.

Job Title: Office Assistant

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Basic Function: Under the direction of an assigned supervisor and/or assigned designee, perform routine, clerical activities according to established procedures in support of an assigned office or department. ;offer general site and/or project support and information, and serve as a liaison between teachers, parents, students, support staff and the community.

Distinguishing Characteristics:

Office Assistant is the entry level clerical position in the District. Typical career pathways would be through advancement to Senior Office Assistant and School Administrative Assistant classifications.

Representative Duties:

Essential Functions:

- Maintain District standards of excellent customer service and professional behavior in various and sometimes challenging situations.
- Access and monitor District email daily to receive important updates from school and District administration.
- Participate in staff development and in-service training programs as assigned.
- Perform a variety of general and routine clerical duties; type letters, memoranda, bulletins, reports, requisitions, or other materials from detailed or rough copy; proofread completed typing assignments.
- Receive visitors; answer telephone and refer calls and visitors to appropriate personnel; answer routine questions according to established guidelines.
- Serve as a liaison between teachers, parents, students, support staff and the community regarding educational programs, services and various student issues; assists in coordinating and arranging various programs and services to meet the needs of students and encourages parent involvement in all school-related activities.
- Meet, confer with, and interviews parents in the identification of family needs and issues; provides information and materials to parents to assist in the location and utilization of school and community services and resources; refers parents to school services or community resources as appropriate.
- Translate communication between teachers, staff and limited or non-English speaking students and parents as assigned by the position; serves as an interpreter for conferences, telephone calls, assemblies and meetings; translates written correspondence as necessary.
- Composes, distributes and responds to a variety of correspondence related to assigned liaison and support services; initiates and receives telephone calls; schedules and arranges various student, parent and other appointments.
- Arranges, schedules and requests parent participation in conferences, meetings and other activities; encourages parent participation in various school and community programs and services.
- Attends and participates in various meetings as assigned.
- Maintain professional standards; ensure student and District confidentiality.

- Operate a variety of standard office equipment.
- Sort and file material according to established procedures; maintain records, logs, inventories, and routine files.
- Distribute and receive a variety of records, reports and bulletins as directed.

Other Duties:

- Perform related duties as assigned.
- May be assigned out of class work as prescribed by Merit Rules and Regulations.

Knowledge and Abilities:

Knowledge of:

- District standards of excellent customer service, interpersonal skills using tact, patience, and courtesy.
- Modern office practices, procedures, and equipment.
- Diverse academic, socioeconomic, cultural and ethnic backgrounds of identified students and families.
- Operation of a computer terminal and data entry techniques.
- Basic record-keeping techniques.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Telephone techniques and etiquette.

Ability to:

- Understand and follow oral and written directions.
- Establish and maintain effective and cooperative working relationships with others.
- Communicate respectfully and effectively with students, staff, and the public.
- Learn and incorporate new skills, techniques and/or industry trends.
- Maintain regular and consistent attendance.
- Operate office equipment including a computer and assigned software.
- Understand and follow oral and written instructions.
- Establish and maintain cooperative and effective working relationships with others.
- Meet schedules and timelines.
- Maintain records and prepare reports.
- Communicate effectively both orally and in writing.

Education/Experience: Any combination equivalent to sufficient education, experience, and/or training to demonstrate the knowledge and abilities listed above. Typically, this would be gained through: Graduation from high school and some clerical experience. Successful completion of the Merit examination process is required.

Working Conditions:

Environment: Office environment. Constant interruptions.

Physical Demands: Dexterity of hands and fingers to operate a computer keyboard and other office equipment. Seeing to read a variety of materials. Hearing and speaking to exchange information in person or on the telephone. Sitting for extended periods of time. Bending at the waist, kneeling, or crouching to file materials.

Emergency Conditions: Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Salary Range: 114

February 2000

Revised: Standard Education/Exp language 9/27/17

Personnel Commission Classification/Compensation Study Approved: July 12, 2023