



Excellence for all.

Job Title: Senior 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 a Principal, District Office administrator, or assigned designee, perform a variety of responsible clerical duties to assist administrators, students, parents and staff at a school site or department; input a variety of information and produce 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; may assist with general student health-related matters.

Distinguishing Characteristics:

The Senior Office Assistant position is an entry level clerical position. Senior Office Assistants may support office administrative functions at a school campus or District department assignment.

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 responsible clerical duties to assist administrators, secretaries, students, parents, and staff involving frequent public contact; assist with the smooth and efficient processing and flow of information and materials.
- Type letters, memoranda, bulletins, reports, schedules, lists, handbooks, questionnaires, requisitions or other materials from straight copy, rough draft of verbal instructions; compile information from various sources and type a variety of forms.
- 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.
- Process student attendance for school-based positions; collect attendance rosters and maintain lists of individuals and reasons for absence; call parents to clear unverified absences; assist with periodic attendance reports; assist parents and students with registration, class enrollment and class changes for school-based positions; 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.
- Receive and verify applications for program services; receive and review applications for completeness and accuracy according to program guidelines; recommend eligible program participants.
- Provide clerical assistance for assigned programs, projects or tasks such as ASB budget bookkeeping, sports programs or orientations, enrollment or health files, etc.
- Provide information related to assigned office or department; schedule appointments for administrators; prepare a variety of correspondence, lists, records, and reports as assigned; operate computer and various software applications

to prepare documents and reports.

- Operate a variety of office equipment, including computers, printer, typewriter, fax machine, copier and scanning machine; perform minor repairs on equipment as needed.
- 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; monitor budgets; maintain proper inventory levels of supplies; research and resolve errors and discrepancies as needed.
- Maintain ASB accounts as assigned; provide clerical support to student activities programs; make bank deposits; provide periodic financial statements.
- Monitor student's behavior assigned to the office for corrective action or classroom behavior issues; model responsible behavior and restorative practices; assist with preparing related correspondence to parents and other individuals as appropriate.
- Assist other office staff as needed; and provide direction to student assistants as assigned.

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.
- Record-keeping techniques.
- Operation of a computer and applicable software.
- 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:

- 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.
- 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.
- Learn, interpret, and explain rules, regulations, and policies regarding assigned school office.
- Operate a computer to enter data, maintain records and generate reports.
- Determine appropriate action within clearly defined guidelines.
- Work confidentially with discretion.
- Meet schedules and timelines.
- Maintain records and prepare reports.
- Provide assistance and complete work with many interruptions.
- Administer basic first aid per District training.

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: High school diploma required and one

year of clerical experience involving contact with the public in an automated office environment. 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 and on the telephone. Sitting for extended periods of time. Bending at the waist, kneeling, or crouching to file materials or assist students.

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

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: 116

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

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