

**CLASS SPECIFICATION
Senior Office Assistant**

GENERAL PURPOSE

Under general supervision, performs a wide variety of moderately complex clerical and records management duties in a District department or school site; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Senior Office Assistants are responsible for independently performing office clerical and administrative support functions ranging in difficulty from simple to moderately complex requiring general knowledge of District or site policies and procedures. Assigned work requires the use of judgment in selecting appropriate procedures and solving routine to non-routine problems based on knowledge gained through experience.

Senior Office Assistant is distinguished from Administrative Assistant in that incumbents in the latter class serve as primary assistants to a program coordinator or manager at that level or above and/or provide complex, diverse and confidential secretarial, administrative and support services to managers, coordinators or other staff at or above that level and/or perform a variety of difficult, specialized administrative and technical support functions that require a thorough knowledge of the terminology, procedures and practices for their functional areas.

Senior Office Assistant is further distinguished from School Office Assistant in that incumbents in the former class have limited to no interaction with student and parents in a school office environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. There will typically be an assigned schedule for these duties.

1. Types, formats, revises, prints and distributes correspondence, memoranda, calendars, requests, forms, contracts, agreements, lists, reports and other documents; types from rough notes, drafts, and brief oral instructions; composes routine memoranda and correspondence; enters and revises data in the student information system and other databases and generates records and reports; collects, verifies accuracy and compiles data from a variety of departments and school sites; opens, screens, date-stamps and distributes incoming mail; sends and receives faxes; prepares regular and bulk mailings; copies various documents and materials, including large duplication orders.
2. Operates a computer and performs data entry to process and maintain records for a variety of school and administrative functions; updates computer records; generates notices, forms, reports and other documents; develops and maintains standard spreadsheets for a variety of purposes.
3. Answers, screens and routes telephone calls; takes and distributes messages; greets and directs visitors to the appropriate office or staff member; responds to requests for information, questions and complaints and refers questions and complaints to appropriate staff when necessary; answers written inquiries for standard information requests.
4. Maintains office files and records; prepares manual and computer logs of various documents and requests; creates new files and folders; retrieves, duplicates and distributes copies of reports, forms, records and documents; deletes and purges closed files.

5. Processes purchase orders, verifying proper account numbers and sufficient available funds; tracks receipt of orders; maintains running account balances and monitors expenditures against department, school or program budgets and accounts; prepares budget transfer forms for approval; accesses County financial system to monitor and prepare reports on budget status; orders and keeps an inventory of office and classroom supplies and materials; purchases supplies against open purchase orders as requested; closes out open purchase orders at year end.
6. Collects and processes time cards and absence reports for designated staff; records daily attendance information; prepares and sends documents to payroll; verifies the timely receipt of attendance reports and follows up as required; reconciles attendance report and time card data; ensures use of proper account codes; sorts and distributes pay warrants.
7. Schedules meetings, workshops, events and conferences; coordinates presenter and meeting arrangements; drafts sign-in sheets, agendas and notices from written or oral instructions; arranges for refreshments and catering; makes arrangements for child care services; may attend meetings, take notes and draft minutes; makes arrangements for student field trips.

OTHER DUTIES

1. Books use of meeting and conference rooms at the Hardy Center and other off-site locations, adjusting room assignments as necessary to optimize center use; arranges duplication of presenter materials; registers, confirms and provides counts of participant attendance; stocks supply baskets; designs and prepares room/theme decorations; provides or arranges logistical support during events; plans, coordinates and makes arrangement for periodic large-scale events.
2. May assist in student testing; receives, organizes and documents testing material, pre- and post-administration.
3. May provide service to customers and visitors in a second language; may provide translation services at conferences and meetings.
4. Data enters, completes and processes forms in accordance with department and site procedures; enters time, materials used and completion dates for completed maintenance work orders; verifies completeness and accuracy, assigns PO and vendor numbers and processes purchase requisitions for approval and distribution; enters enrollment, attendance and other student data for participants in extended learning and categorical programs.
5. Assists customers in the instructional materials resource center; pulls pre-made items and materials for use in making posters, signs, displays and instructional aids; maintains and organizes inventory of materials; maintains a log of staff using the materials resource center, recaps items ordered or used and bills school on a monthly basis; changes center display materials for themes and holidays; operates a variety of equipment including poster printers, laminators, cutting boards, die cuts and punches; assists in maintaining an inventory of audio-visual materials, including checking out and returning videos and audio-visual equipment to inventory.

QUALIFICATIONS

Knowledge of:

1. Office administration practices and procedures.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.

3. District organization, functions, rules, policies and procedures applicable to assigned areas of work responsibility.
4. Administrative processes, procedures and codes applicable to time and attendance reporting, payroll and purchasing.
5. Uses and operations of a computer and standard business software including word processing and spreadsheets.
6. Filing and record keeping practices and procedures.

Ability to:

1. Operate a computer using word processing, spreadsheet and other standard business software.
2. Operate other standard office equipment.
3. Type accurately at 35 WPM.
4. Organize, set priorities and exercise sound judgment within areas of responsibility.
5. Interpret, apply and reach sound decisions in accordance with District and department policies and procedures.
6. Organize and maintain office and specialized files.
7. Compose routine correspondence from brief instructions.
8. Communicate clearly and effectively, orally and in writing.
9. Understand and follow written and oral instructions.
10. Prepare clear, concise and accurate memoranda, documents, records and other written materials.
11. Use tact, discretion and courtesy in dealing with sensitive situations and upset or dissatisfied individuals.
12. Establish and maintain effective working relationships with District administrators, staff, students, parents, the public and others encountered in the course of work.

Education, Training and Experience:

Graduation from high school or G.E.D. equivalent and two years of increasingly responsible office administrative or secretarial experience; or some combination of education, training and experience that produces the requisite knowledge and ability.

Licenses; Certificates; Special Requirements:

None.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit; talk or hear, in person or by telephone; use hands repetitively to finger, handle, feel or operate computers and other standard office equipment; and reach with hands and arms; Employees are frequently required to walk and stand; and lift up to 10 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and understand documents; analyze and solve problems; observe and interpret situations; use math and mathematical reasoning; learn and apply new information and skills; perform detailed work with frequent interruptions; work under deadlines; and interact with District administrators, staff, parents, students and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions where the noise level is usually quiet. Employees may also work in a school office in which there is a significant volume of telephone and visitor interaction and the noise level is moderate.

Board Approval 10/16/2014