

GENERAL SERVICES ASSISTANT

DEFINITION

Under general supervision, receives and completes print requisitions including for mass mailings, handouts, posters, and banners; receives, sort, inspects, and distributes incoming and outgoing mail and packages; delivers and picks up mail, packages, and other materials to and from various County Office of Education (Office) sites on foot or by motor vehicle on established routes and time schedules; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Manager, Facility Services. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing duties in support of general services operations. Positions at this level perform the full range of duties as assigned working independently and exercising judgment and initiative in their assigned tasks. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives and completes print requisitions including for mass mailings, handouts, posters, and banners; review completed jobs and monitor works in progress to ensure proper application of paper weights and sizes, digital printing processes, inks and related specifications; tracks and maintains records of project costs.
- Receives, sort, inspects, and distributes incoming and outgoing mail and packages; receives and prepares packages for delivery; processes outgoing mail using postage meters; weighs, wraps, seals and affixes appropriate postage and labels to outgoing mail and packages; tracks expenses and delivers items to post office.
- Delivers and picks up mail, packages, and other materials to and from various Office sites on foot or by motor vehicle on established routes and time schedules.
- Monitors inventory levels of printing supplies; assists in ordering, receiving and maintaining inventory of printing supplies as needed.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade; and
- Two (2) years of experience in general office support work involving the operation of high-speed printers and related equipment.

Licenses and Certifications:

This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc.

Knowledge of:

- Practices, procedures, techniques, materials and equipment used in duplicating, printing and high speed photocopying activities.
- Inks and paper stock used in printing.
- United States Postal Service and other document carrier rules and procedures.
- Traffic laws and the safe operation of a motor vehicle.
- Postal regulations, mailing restrictions, rates and postal transactions.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Operate high-speed reprographic and finishing equipment in the printing and reproduction of a variety of materials.
- Drive a motor vehicle skillfully and safely.
- Sort and categorize mail, packages and other materials according to various categories.
- Operate mail processing machines.
- Maintain accurate records of work performed.
- Understand and follow oral and written instructions.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in a driving environment and are frequently exposed to road and traffic conditions, loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, chemicals, and fumes, hazardous substances, and human or animal bodily fluids. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing Office policies and procedures.