

CONTRA COSTA COUNTY OFFICE OF EDUCATION

CLASS TITLE: OFFICE ASSISTANT III

RANGE: 12

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform specialized and complex clerical support duties involving independent judgment and action within an assigned office and requiring in-depth knowledge of an organization-wide function or program; answer phones, provide technical information and greet and assist staff and visitors; assist in assuring smooth and efficient office operations.

DISTINGUISHING CHARACTERISTICS:

The Office Assistant III classification performs specialized and complex clerical duties for an organization-wide function, requiring independent judgment and knowledge of designated policies, procedures and regulations. The Office Assistant I classification is the entry-level classification in the Office Assistant series and provides an opportunity to learn the terminology, processes and operations of an assigned office. Incumbents provide general and varied clerical support to an office and typically work under immediate supervision. The Office Assistant II classification provides diversified clerical support to an office, requiring an understanding of a process or functional area.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform specialized and complex clerical duties involving independent judgment and action within an assigned office and requiring in-depth knowledge of an organization-wide function or program; assist in assuring smooth and efficient office operations.

Compile information and prepare and maintain a variety of records and reports related to assigned programs and activities; review and verify accuracy and completeness of various documents; establish and maintain filing systems; process and evaluate various forms and applications as needed.

Greet and assist visitors; initiate and receive telephone calls; screen and route calls; take and relay messages; explain office or program policies and procedures; provide technical information and interpretation concerning policies and procedures of assigned program or office.

Compose correspondence; type, format and process a variety of records and documents related to assigned activities such as letters, lists, memoranda, bulletins, reports, requisitions, flyers, forms or other materials from detailed or rough copy; proofread completed typing assignments.

Input a variety of data into an assigned computer system; maintain automated records and files; initiate queries and generate a variety of computerized lists and reports as requested; assure accuracy of input and output data.

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Receive, open, sort, screen and distribute incoming mail; assist in the preparation and dissemination of materials and information to the public and staff regarding various events and programs.

Operate a variety of office equipment including a calculator, copier, fax machine, typewriter, computer and assigned software.

Communicate with personnel and outside agencies to exchange information and resolve issues or concerns.

Monitor inventory levels of office supplies; order, receive and assure adequate inventory levels of office supplies.

Coordinate, schedule and attend a variety of meetings as assigned; prepare and send out notices of meetings; maintain appointment and activity calendar; reserve facilities; collect and compile information for meetings, projects and workshops; prepare agendas and take minutes as directed.

Collect and account for various monies and fees for assigned office as assigned by the position; prepare bank deposits; maintain related accounting records; communicate with other departments regarding invoices and payments.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Modern office practices, procedures and equipment.
- Policies and objectives of assigned programs and activities.
- Record-keeping and report preparation techniques.
- Telephone techniques and etiquette.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Business letter and report writing, editing and proofreading.
- Operation of a computer and assigned software.
- Methods of collecting and organizing data and information.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Basic math.

ABILITY TO:

- Perform specialized and complex clerical support duties involving independent judgment and action within an assigned office.
- Answer telephones and greet the public courteously.
- Assist in assuring smooth and efficient office operations.
- Interpret, apply and explain applicable laws, codes, rules and regulations.
- Maintain records and prepare reports.

Operate a variety of office equipment including a computer and assigned software.
Understand and follow oral and written directions.
Establish and maintain cooperative and effective working relationships with others.
Communicate effectively both orally and in writing.
Compose correspondence and written materials independently or from oral instructions.
Complete work with many interruptions.
Meet schedules and timelines.
Receive, sort and distribute mail.
Add, subtract, multiply and divide quickly and accurately.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years clerical experience involving frequent public contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

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