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| FEATHER RIVER  COMMUNITY COLLEGE DISTRICT  570 Golden Eagle Ave., Quincy CA 95971  (530) 283-0202, ext. 257  www.frc.edu |

**OFFICE ASSISTANT II**

**DEFINITION:**

Under general supervision, to provide a variety of routine to moderately difficult office support to various college departments and offices, which may include record keeping, specialized processing related to the department in which assigned, typing, word processing, reception, and filing; and to perform related duties as assigned.

**DISTINGUISHING CHARACTERISTICS:**

Office Assistant II is the fully qualified, journey level class of this series, competent to perform a variety of office support and clerical duties. Positions are charac­terized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. Specific duties, including the amount of public contact, typing, word process­ing, use of an on-line computer system, and direct support for functions of the unit will vary with the organizational unit to which assigned.

**CLASSIFICATION:**

* FLSA Non-Exempt
* Classified – CSEA
* Date Modified: October 1996

**ESSENTIAL DUTIES:** The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

* Performs a variety of support duties related to the work unit to assist staff in less complex sub-professional office activities;
* Types correspondence, reports, forms and specialized documents related to the functions of the organizational unit to which assigned from drafts, notes, dictated tapes, or brief instructions, using a typewriter or word processor;
* Proofreads and check typed and other materials for accuracy, completeness, compliance with departmental policies, and correct English usage including grammar, punctuation, and spelling;
* Enters and retrieves data from an on-line computer system, following estab­lished formats;
* Gathers information from individuals or reference sources to complete and process various routine forms, records, and applications; and contacts individuals to obtain additional information;
* Maintains records and processes forms, such as time records, purchase requisitions and orders, and others specific to the organizational unit;
* Posts and transcribes data, prepares and updates a variety of reports, which may require the use of routine arithmetic calculations;
* Establishes and maintains office files, and researches and compiles inform­ation from such files;
* Acts as receptionist and receives and screens visitors and telephone calls, takes messages, and makes appointments;
* Provides factual information regarding College or unit activities and func­tions;
* Collects fees, issues receipts, and adds sums of figures;
* Reviews computer-produced reports for accuracy and makes corrections;
* Performs such office support activities as opening and distributing mail, processing outgoing mail, and ordering office supplies.

Knowledge of:

* Basic office practices and procedures, including filing and the operation of standard office equipment
* Correct English usage, including spelling, grammar, and punctuation
* Business letter writing and the standard format for typed materials
* Policies, procedures, processes and forms related to the department to which assigned
* Basic business data processing principles and the use of word processing equipment

Skill in:

* Developing and maintaining effective working relationships with those contacted in the course of the work.
* Understanding and carrying out oral and written instructions.
* Maintaining accurate records and files.
* Making accurate arithmetic calculations.
* Performing detailed clerical work accurately.
* Typing accurately at a net rate of 40 words per minute from printed copy.
* Maintaining attention to detail despite interruptions.
* Communicating tactfully and effectively with the public.
* Organizing and maintaining office files.
* Composing routine correspondence from brief instructions.
* Using initiative and sound independent judgment within established guidelines.
* Operating standard office equipment including a word processor and cen­tral­ized tele­phone equip­ment.
* Prioritizing work and coordinating several activities simultaneously.

Ability to:

* Learn specialized processing, procedures and office support tasks relat­ed to the de­part­ment to which as­sig­ned.

**MINIMUM QUALIFICATIONS:**

* Specified positions must possess a valid California driver's license
* Have a satisfactory driving record and/or be willing to work shifts.

**DESIRABLE QUALIFICATIONS:**

* Equivalent to graduation from high school, with coursework or practical experience in typing.
* Two years of general clerical or office assistant experience at a level equivalent to the College's Office Assistant I.

**PHYSICAL CHARACTERISTICS**: The physical abilities involved in the performance of essential duties may include, depending on the area to which assigned:

* Vision sufficient to read computer screens, and handwritten and printed documents.
* Manual dexterity to operate computer keyboards, and manipulate papers.
* Speech and hearing to obtain and relay information.
* Bending, reaching and lifting up to 35 pounds to maintain supply stock and obtain or replace files and records.

This work is typically performed in an office setting but may involve limited exposure to elements in picking up or delivering materials, and/or environmental exposures unique to a particular departmental setting, such as limited exposure to fumes associated with a particular process.