



| TITLE | CLASSIFICATION | SALARY GRADE/ASSIGNMENT |
|--|----------------|-------------------------|
| CLERICAL ASSISTANT | CLASSIFIED | GRADE: G |
| BOARD POLICY REFERENCE: 2012 CLASSIFICATION REVIEW | | DATE: April 10, 2012 |

JOB DESCRIPTION:

Under supervision, perform a wide variety of clerical work involving several specific routines and broadly defined policies and procedures; may supervise and organize the work of student employees; and perform related work as required.

SCOPE:

The Clerical Assistant exercises independent judgment in the interpretation and application of standard practices and procedures within assigned area; handles routine to complex matters; may assist in the orientation and on-the-job training of student employees.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Assists students, staff and the public and refers to appropriate area/department if needed.
2. Serves as a receptionist for assigned department or area; routes incoming calls as appropriate and takes messages.
3. Performs routine administrative tasks and special projects under direction of supervisor.
4. Keyboards letters, exams, schedules, memoranda, forms, and other materials from rough drafts, notes or verbal instruction.
5. Answers routine questions and provides accurate information concerning standards, procedures, and programs within assigned department or District to faculty, students and public.
6. Performs data entry in computerized system; maintains routine informational spreadsheets.
7. Photocopies printed documents; sends and receives faxes.
8. Maintains and updates routine departmental records and filing systems.
9. Sorts and distributes departmental or District mail; coordinates bulk mailings.
10. May supervise and organize the work of student employees.

EMPLOYMENT STANDARDS

ABILITY TO:

Perform clerical work efficiently according to established procedures; type or keyboard with accuracy and efficiency from clear copy or handwritten notes, or verbal instruction; communicate effectively in English; meet with the public tactfully and courteously to answer questions over the counter and by telephone; follow and understand oral and written directions; sort and file materials alphabetically, numerically, and chronologically; learn and interpret rules, regulations, and instructions; interact with the public in a helpful, courteous and friendly manner; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

Preferred: Type or keyboard at a minimum of 40 words per minute.

KNOWLEDGE OF:

Modern office methods and practices; current office equipment, technology and standard computer software programs including word processing and spreadsheet tools; proper reception and telephone etiquette.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Graduation from high school.

Preferred: Completion of an administrative assistant certificate (or equivalent coursework).

Experience:

Previous clerical and/or office support experience.