

Sacramento County Office of Education Job Description

Classification Title: Office Assistant

DEFINITION

Under direct supervision, performs a variety of routine clerical, reception, and office support functions; performs other related duties as required.

DIRECTLY RESPONSIBLE TO

Appropriate administrator. May receive assignments from senior support personnel as required.

SUPERVISION OVER

None; however, may provide technical direction to students or other support staff.

DUTIES AND RESPONSIBILITIES

(Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in positions within this classification.)

Recordkeeping

Responsible for maintaining office filing and recordkeeping systems; enters, edits, and retrieves data; processes forms such as expenditure claims, employee timesheets, deposits, courier distribution logs, mandated cost reports, purchase requisitions, and online supply orders; maintains databases, records, confidential files, and other related information for department needs.

Document Preparation

Produces letters, memos, spreadsheets, and agendas from straight copy, rough draft, or oral instructions; completes forms, requisitions, and other documents; submits print requests; prepares pamphlets, announcements, manuals, booklets, binders, and handbooks; edits documents in compliance with accessibility and standard formatting; proofreads assignments for accuracy and completeness, and processes referrals.

Communication/Customer Service

Answers and routes telephone calls; interacts with the general public; conveys information both orally and in writing; answers inquiries from parents, staff, students, and other clients regarding departmental rules, regulations, policies, and procedures; directs clients to appropriate resources; acts as office receptionist; greets and directs visitors; schedules and coordinates meetings for supervisor; provides materials and initiates requests for information.

Staff Support

Coordinates and prepares for meetings and special events by assisting with registrations, payments, confirmations, reserving rooms, and arranging for refreshments and necessary equipment; duplicates, sorts, and distributes various documents; prepares bulk mailings; maintains departmental calendars; coordinates and confirms conference room reservation schedules; resolves schedule and room reservation conflicts; sends, receives, and distributes faxes and emails; sorts, distributes, and redirects mail; maintains inventory of office supplies and orders as necessary; operates standard office equipment.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

Sufficient formal and/or informal training to provide the ability to read and write at a level consistent with the requirements of the position; any combination of training and/or experience which demonstrates ability to perform the duties as described; a typical qualifying background would include experience working in an office environment involving public contact.

Knowledge of

English grammar, punctuation, and spelling; business writing; basic mathematics; standard types of office filing systems; multi-line phone systems; proper telephone etiquette and techniques; standard office software applications including videoconferencing platforms; database management systems; standard office equipment.

Skill and Ability to

Accurately type and learn to efficiently use various software applications; communicate effectively in oral and written form with individuals from various cultural and socioeconomic backgrounds; follow instructions; utilize time management techniques to organize and prioritize work; work independently with minimal supervision; perform basic research and report results; read and apply rules, regulations, and procedures; proofread material and make necessary corrections; learn and follow standard office procedures; learn appropriate filing and recordkeeping systems; work cooperatively and effectively with students, parents, administrators, staff, and the general public.

Revision approved by the Personnel Commission 10/11/22

Revision approved by the Personnel Commission 9/13/22

Revision approved by the Personnel Commission 7/9/19

Revision approved by the Personnel Commission 4/14/15

Revision Approved by the Personnel Commission 5/10/11

Revision Approved by the Personnel Commission 6/10/08

Revision Approved by the Personnel Commission 11/16/04

Revision Approved by the Personnel Commission 6/17/98

Approved by Personnel Commission 6/27/90