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 department 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, flyers, manuals, booklets, binders, and handbooks; 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 when required.

**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; 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; 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; select appropriate business formats; work cooperatively and effectively with students, parents, administrators, staff, and the general public.

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