

**San Diego County Office of Education
Personnel Commission**

CLASS TITLE: OFFICE ASSISTANT I

DEFINITION:

Under immediate supervision, performs a variety of routine clerical and/or data entry tasks, and telephone reception.

REPRESENTATIVE DUTIES:

ESSENTIAL FUNCTIONS:

Opens, sorts, and distributes mail and other materials.

Answers, screens, and routes incoming calls.

Processes work orders.

Photocopies, collates, and prepares materials for mailers, workshops or trainings.

Prepares and distributes routine, periodic reports.

Responds to inquiries from staff and the general public in a courteous and helpful manner.

Posts information and data to records.

Enters information into a database.

Scans materials into electronic files.

Maintains records and files in alphabetical or numerical sequence.

Proofreads and compares records and reports.

Operates simple office machines.

NON-ESSENTIAL FUNCTIONS:

Performs related duties as assigned.

CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:

None

EDUCATION AND EXPERIENCE:

A combination of training and experience indicating possession of the knowledge and abilities listed below. A typical qualifying background would include office clerical training and experience involving a variety of office responsibilities and telephone reception.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Telephone reception practices

Office clerical practices and procedures

ABILITY TO:

Communicate effectively with all levels of staff and the general public

Take complete and accurate messages

Type accurately at a rate of speed sufficient to perform the tasks of this classification

Execute basic keyboard commands utilizing a computer

Follow oral and written instructions

File alphabetically and numerically

Maintain job-related records and files with attention to detail and accuracy

Operate standard office equipment such as computers, adding machines, calculators and copiers

WORKING CONDITIONS & PHYSICAL ABILITIES:

Office setting.

Must be able to hear and speak to exchange information; see to perform assigned duties; sit and/or stand for extended periods of time; possess dexterity of hands and fingers to operate a computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lift light objects.

DISTINGUISHING CHARACTERISTICS:

This classification differs from that of Office Assistant II in that the Office Assistant II duties may include: considerable public contact requiring discretion and judgment, including the interpretation and explanation of laws, policies and procedures; following general policies rather than specific routines; preparing comprehensive reports; and having less immediate supervision.

Established: 7/91

Revised: 9/99; 3/04; 1/06; 9/12