CLASS TITLE: CLERICAL ASSISTANT

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of clerical and support services by filing, assisting with basic typing, maintaining various records and answering questions, scheduling appointments, providing information to students and staff, distributing information regarding various programs and providing excellent customer service.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Answer phones, screen and access calls, respond to external and internal customers, may operate multi-line phone systems while responding to students and staff needs.

- Greet and assist visitors at the front counter; interface with students, faculty and staff, manage multiple tasks simultaneously such as assisting with routine requests (i.e. issuing one-day parking permits for guests, issue supplies to faculty and staff, etc.); provide customer service to students, faculty and staff; relate to high risk students in a professional manner.

- May assist specialist in an assigned area with various tasks such as preparations of workshop materials and workshop presentations.

- Maintain and update a variety of records, reports, books, etc.; may assist other staff with various records (i.e. timesheets, class schedules, ordering or warehouse supplies, etc.).

- Maintain a neat and orderly work area.

- Type basic documents as assigned; use appropriate technology needed to perform specific tasks (i.e. requisitions, supply orders, data entry, phone messages, etc.).

- File various records and supplies.

- Learn and apply emerging technologies and, as necessary, perform duties in an efficient, organized and timely manner.

OTHER DUTIES:

- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:
KNOWLEDGE OF:
- District policies and procedures, applicable sections of the State Education Code and other applicable laws.
- Standard office procedures and correspondence formats.
- Operation of a computer and assigned software.
- Computer data entry techniques.
- Interpersonal skills including tact, patience and courtesy.
- Oral and written communication skills.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Modern office practices, procedures and equipment.
- Record keeping techniques.
- Telephone skills and etiquette.

ABILITY TO:
- Perform a variety of clerical responsibilities within a department, operating within a framework of established procedures requiring working knowledge of functions of the office.
- Type or input data at 25 words per minute.
- Interpret, apply and explain rules, regulations, policies and procedures.
- Compile, organize and analyze statistical data.
- Work confidentially with discretion.
- Plan, organize and prioritize work.
- Meet schedules and time lines.
- Work independently with little direction.
- Organize and maintain files.
- Communicate effectively both orally and in writing.
- Operate a variety of office equipment.
- Operate a computer and assigned software.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate action according to established guidelines.
- Establish and maintain effective working relationships with others.
- Ability to arrive at various office locations if necessary.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: graduation from high school or equivalent and one year office experience.

LICENSES AND OTHER REQUIREMENTS:
- The incumbent may periodically be required to get to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.
- Official offers of employment are made by the Mt. San Antonio College Office of Human Resources and are made contingent upon Board approval. It is also required that a final offer of employment will only be made after the candidate has successfully been fingerprinted and clearance for employment is authorized by the Office of Human Resources. Costs for fingerprinting services shall be borne by the candidate.

WORKING CONDITIONS:
ENVIRONMENT:
- Office environment.
- Ability to arrive at various office locations if necessary.

PHYSICAL DEMANDS:
- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.
- Sitting or standing for extended periods of time.
- Hearing and speaking to exchange information and make presentations.
- Bending at the waist, kneeling or crouching to file materials.
- Lifting objects up to 25 pounds as the job requires.

Reasonable Accommodation shall be provided as required.

POSSIBLE HAZARDS:
- Extended viewing of computer monitor.