

MT. SAN ANTONIO COMMUNITY COLLEGE DISTRICT

SALARY SCHEDULE: A

SALARY RANGE: 45

CLASS TITLE: OFFICE ASSISTANT

BASIC FUNCTION:

The Office Assistant performs routine support services by filing, assisting with basic typing, maintaining office records, and answering student questions. This position is responsible for prioritizing non-routine requests from staff using judgment and discretion and assisting staff with basic support tasks. Other decisions, such as handling requests from other departments, as well as written and verbal instructions and directions as appropriate, are referred to a higher authority.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Files routine office records

Maintains office supplies, publications, and forms

Processes and distributes incoming mail

Maintains storage areas in a neat and orderly fashion

Assists students with routine requests

Types basic documents as assigned

Learns and applies 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

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

Approved by CSEA 262

January 2011

ABILITY TO:

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

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Graduation from high school or equivalent and six months office experience.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL DEMANDS:

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