

OFFICE ASSISTANT

DEFINITION:

Under general supervision, to provide a variety of general clerical services, such as reception, typing, word processing, record keeping and filing in support of a campus office or service; to provide customer service to students and visitors; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

Positions in this classification are characterized by the presence of relatively clear guidelines from which to make decisions and the availability of supervision under non-routine circumstances. Specific duties will vary depending on the office or service to which assigned.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Provides first point of contact to students and visitors of an office or service of the College; answers questions by telephone or in person; and maintains student confidentiality when dealing with parents or others;
- Provides factual information regarding programs, services, activities and eligibility requirements;
- Schedules appointments for students with staff members or counselors;
- Conducts first level of screening to determine if students are suitable for available programs or services, assists student in completing applications; and notifies applicants of deadlines and activities;
- Answers incoming telephone calls and forwards, assists caller or takes a message as appropriate;
- Receives and screens visitors; and provides assistance, takes message or directs to other individual or department as appropriate; notifies staff and counselors of the arrival of students for appointments;
- Types a variety of documents including minutes, newsletters, flyers and correspondence;
- Helps students access campus services and equipment such as a computer, facsimile machine or copier;
- Processes forms such as payroll, purchase requisitions, course listings, schedules and others specific to the department;
- Sets up and maintains student files; compiles information from files and records, and prepares reports;
- Enters data into and maintains data bases containing student records; generates reports and audits for accuracy;
- Receives cash, issues receipt

MINIMUM QUALIFICATIONS:

Knowledge of:

Basic office practices and procedures including organizing and maintaining files and operating equipment.

Correct English usage, including spelling, grammar and punctuation.