

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

CLERICAL ASSISTANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, perform a variety of office support, clerical, and routine secretarial duties of a general or specialized nature in support of the function to which assigned; provide word processing and data entry support; maintain a variety of files and records; and provide information and assistance to students, faculty, staff, and the general public.

This is a journey level clerical classification. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Administrative Assistant level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Positions at this level exercise judgment in the interpretation, application, or modification of existing procedures within well defined guidelines. Work is usually supervised while in progress and/or fits an established structure or pattern. Exceptions or changes in procedures are explained as they arise.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Serve as receptionist for assigned area; receive office and telephone callers; provide material and information in response to requests for information related to assigned area of responsibility; convey telephone messages; refer callers to appropriate staff for further assistance as needed.
2. Verify and review materials, applications, records, files, and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, files, and reports; collect and process appropriate information.
3. Type, word process, and proofread a variety of documents and forms including general correspondence, agendas, reports, and memoranda from rough draft, recordings, or verbal instruction; disseminate information as appropriate.
4. Maintain accurate and up-to-date files and records for assigned areas; develop and monitor various logs, accounts, and files for current and accurate information; verify accuracy of information, researching discrepancies and recording information; organize and maintain filing systems.
5. Perform a variety of routine clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; receive and process invoices; maintain a variety of accounting records, logs, and files; compile information and data for statistical and financial reports; check and tabulate data.
6. Receive, sort, and distribute incoming and outgoing correspondence.
7. Present program information to students and faculty; assist in preparing program materials; receive, sort, and deliver materials.

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8. Maintain office supplies and inventories; order, receive, and maintain office supplies and equipment; prepare requisitions, purchase orders, and work order forms.
9. Maintain calendar of activities, meetings, and various events for assigned staff; schedule appointments; reserve facilities for specific uses; coordinate activities with others.
10. Schedule and prepare for a variety of meetings; prepare and distribute agendas; attend meetings related to assigned area; take and prepare minutes as assigned; disseminate information as appropriate.
11. Utilize various computer applications and software packages; enter, update, correct, and extract information; maintain and generate reports from a database or network system.
12. Operate office equipment including computer equipment, typewriter, calculator, copier, and facsimile machine.
13. Assist in selecting, training and providing work direction to student workers as assigned.
14. Perform related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
2. Basic principles of business letter writing and basic report preparation.
3. Principles and practices used to establish and maintain files and information retrieval systems.
4. Principles, practices, and procedures of basic fiscal, statistical, and administrative record keeping.
5. Basic principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
6. Interpersonal skills using tact, patience and courtesy.
7. Basic mathematical concepts.
8. Work organization principles and practices.
9. English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

1. Learn and understand the organization and operation of the assigned program area as necessary to assume assigned responsibilities.
2. Learn, understand, interpret, and apply general administrative and office policies and procedures.
3. Learn the methods and standards used in processing paperwork related to area of assignment.
4. Perform a variety of office support and clerical duties and activities of a general and specialized nature involving independent judgment in the interpretation, application, or modification of existing procedures within well defined guidelines.
5. Respond to requests and inquiries from students, staff, or the public; effectively present information in person or on the telephone to students, staff, or the public.
6. Use sound judgment in recognizing scope of authority.

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7. Type or enter data at a speed necessary for successful job performance.
8. Compile and organize data and information.
9. Maintain filing systems.
10. Exercise good judgment in maintaining information, records, and reports.
11. Plan and organize work to meet schedules and changing deadlines.
12. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
13. Adapt to changing technologies and learn functionality of new equipment and systems.
14. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
15. Communicate clearly and concisely, both orally and in writing.
16. Establish and maintain effective working relationships with those contacted in the course of work.
17. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - Any combination of the following would provide a typical way to obtain the required knowledge and abilities.

Education/Training:

Equivalent to the completion of the twelfth grade. Specialized general office and clerical training is highly desirable.

Experience:

One year of responsible clerical experience involving a high level of public contact and use of computer and office applications.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

10/1/85;

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Clerical – Secretarial - Fiscal