

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: CLERICAL ASSISTANT III

SUMMARY DESCRIPTION

Under the direction of an assigned supervisor, provide specialized clerical support requiring a broad knowledge of an assigned program or functional area; provide sole clerical support of an entire office or functional area; provide a wide variety of reference and resource information related to assigned function or program.

DISTINGUISHING CHARACTERISTICS

The Clerical Assistant III provides specialized clerical support requiring a broad knowledge of an assigned program or functional area. Incumbents are typically assigned to be the sole clerical support of an entire office or functional area where use of independent judgment requires related specialized training and experience. The Clerical Assistant II class is the experienced-level class of the series. Incumbents perform typing and clerical duties involving independent judgment in the interpretation, application or modification of existing procedures and methods within well-defined guideline. Incumbents are typically assigned to Instructional Division offices where they assist an Administrative Secretary I by performing clerical duties as assigned. Some incumbents are the sole clerical support during the evening. The Clerical Assistant I performs general and routine clerical duties in accordance with clearly defined instructions or established office procedures.

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. Plan, schedule and perform a wide variety of specialized clerical support duties related to an assigned program or functional area. ***E***
2. Prioritize and coordinate office activities to assure time lines are met; develop schedules, type and process documents, coordinate communications and disseminate information. ***E***
3. Provide reference and resource information for an assigned program or functional area; read, interpret, apply and explain policies, procedures, rules and activities in conducting transactions with District personnel and the public. ***E***
4. Compile and tabulate statistical data; compile information from various sources and prepare appropriate forms, schedules, and reports; list, abstract or summarize data. ***E***
5. Review and summarize data and prepare special and periodic reports related to an assigned program or function including State and federally mandated reports; verify accuracy, completeness and compliance to rules, procedures, regulations, policies and other mandates. ***E***
6. Establish and maintain filing systems on a variety of subjects; assemble, post and file data in specialized records. ***E***
7. Register students for programs and receive and process fees as assigned; establish, organize and maintain student records and files including attendance records. ***E***
8. Type a wide variety of materials from various rough drafts or oral instructions; compose correspondence and memos distribute as appropriate. ***E***

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Clerical Assistant III - *Continued*

9. Review documents for accuracy, completeness and conformance to established procedures and standards. *E*
10. Initiate and receive communication from District departments and personnel, community and State agencies and organizations, public schools and vendors as required. *E*
11. Receive complaints, resolve issues or refer to appropriate personnel according to established guidelines. *E*
12. Receive, open and distribute mail. *E*
13. Operate a variety of computer terminals, utilizing a wide variety of related software as assigned. *E*
14. Operate a variety of office machines and equipment including typewriter, copiers, calculators and other equipment specific to assigned area. *E*
15. Greet students, visitors and others, and provide information and assistance regarding programs, procedures and activities of assigned function or area; provide forms and assistance in their completion as appropriate; speak and write clearly in a second designated language as assigned.
16. Select, train and provide work direction to student workers as assigned.
17. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Basic knowledge of goals and objectives of assigned office or functional area.
Standard office procedures and organizational skills.
Operation of standard office machines and equipment.
Modern office practices, procedures and equipment.
Record-keeping techniques.
Telephone techniques and etiquette.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Interpersonal skills using tact, patience and courtesy.

Ability to:

Provide specialized clerical support requiring a broad knowledge of an assigned program or functional area.
Remain current and apply and explain policies, procedures and activities related to an assigned program or function.
Perform a variety of clerical duties involving independent judgment in the interpretation, application or modification of existing procedures.
Operate a variety of office machines and equipment including typewriter, calculator, copier, word processor and computer terminal as required.
Complete assignments with minimal supervision.
Demonstrate sound judgment in the application and interpretation of existing methods and procedures.
Type at 50 words net per minute from clear copy.
Maintain records and prepare reports.
Understand and follow oral and written directions.

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Clerical Assistant III - *Continued*

Speak and write clearly in a second designated language as assigned.
Provide sole clerical support of an entire office or functional area.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: graduation from high school including course work in office procedures and equipment and two years of related clerical experience that involves operation of a computer terminal.

LICENSE OR CERTIFICATE

Some positions in this class are required to possess skills in a second designated language.

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 with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

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.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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