

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: CLERICAL ASSISTANT II

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of clerical duties involving independent judgment in the interpretation, application or modification of existing procedures within well-defined guidelines; provide sole clerical support for assigned office during the evening hours as assigned.

DISTINGUISHING CHARACTERISTICS:

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 guidelines. 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. 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 of functional area where use of independent judgment requires related specialized training and experience.

REPRESENTATIVE DUTIES:

Perform a variety of clerical duties in support of an assigned program or office; type, file, process mail, answer phones and maintain records as assigned. *E*

Compile and tabulate statistical data; compile information from various sources and prepare appropriate forms, schedules and reports; list, abstract or summarize data. *E*

Type a wide variety of materials from various rough drafts; distribute as appropriate. *E*

Maintain a variety of records, files and logs; sort, classify and post information and documents; prepare new file folders according to established guidelines; issue keys and maintain appropriate records as assigned. *E*

Review documents for accuracy, completeness and conformance to established procedures and standards. *E*

Initiate and receive communication from District departments and personnel, community and State agencies and organizations, public schools and vendors as required. *E*

Provide sole clerical support during evening classes as assigned; assist students by providing information involving admissions and records procedures, assist new instructors with materials and information; assign classrooms as necessary; receive complaints, resolve issues or refer to appropriate personnel according to established guidelines. *E*

Receive, open and distribute mail. *E*

Operate a variety of computer terminals, utilizing a wide variety of related software as assigned. *E*

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. *E*

Operate a variety of office machines and equipment including typewriter, copiers, calculators and other equipment specific to assigned area. *E*

Speak and write clearly in a second designated language as assigned.

Assist in selecting, training and providing work direction to student workers as assigned.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

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, patient and courtesy.

ABILITY TO:

Learn, 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 within well defined guidelines.

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 45 words net per minute from clear copy.

Establish and maintain cooperative and effective working relationship with others.
Maintain records and prepare reports.
Understand and follow oral and written directions.
Communicate effectively both orally and in writing.
Speak and write clearly in a second designated language as assigned.
Provide sole clerical support for assigned office during the evening hours as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school including course work in office procedures and equipment and one year of general clerical experience involving operation of a computer terminal.

LICENSES AND OTHER REQUIREMENT:

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

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.

PHYSICAL ABILITIES:
Dexterity of hands and fingers to operate a computer terminal and standard office equipment.
Hearing and speaking to exchange information on the telephone or in person.

HAZARDS:
Extended viewing of computer monitor.