

TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
CLERICAL ASSISTANT II	CLASSIFIED	GRADE: G MONTHS:
BOARD POLICY REFERENCE: 1999 CLASSIFICATION STUDY		Board Approved: 4/00

JOB DESCRIPTION:

Under supervision, perform a wide variety of clerical work involving several specific routines and broadly defined policies and procedures; may supervise the work of student assistants; and perform related work as required.

SCOPE:

The Clerical Assistant II exercises independent judgment in the interpretation and application of standard practices and procedures within assigned area; handles routine to complex matters; may assist in the orientation and on-the-job training of student assistants.

DISTINGUISHING CHARACTERISTICS:

The Clerical Assistant II is distinguished from the Clerical Assistant I as an advanced receptionist and clerical support classification. Incumbents in this classification can be expected to perform basic word processing, type purchase orders and Personnel Action Forms, and enter data into a database.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

1. Serves as a receptionist for assigned department or area; routes incoming calls as appropriate and takes messages.
2. Performs routine administrative tasks and special projects under direction of supervisor.
3. Types letters, exams, schedules, memoranda, forms, and other materials from rough drafts, notes or verbal instruction.
4. Answers routine questions and provides accurate information concerning standards, procedures, and programs within assigned department or District to faculty, students and public.
5. Performs data entry in computerized system; maintains routine informational spreadsheets.
6. Photocopies printed documents; sends and receives faxes.
7. Maintains and updates routine departmental records and filing systems.
8. Sorts and distributes departmental or District mail; coordinates bulk mailings.
9. May supervise the work of student assistants.

EMPLOYMENT STANDARDS

ABILITY TO:

Perform clerical work efficiently according to established procedures; type or keyboard 40 words per minute with accuracy from clear copy, handwritten notes, or verbal instruction; communicate effectively in English; meet with the public tactfully and courteously to answer questions over the counter and by telephone; follow and understand oral and written directions; sort and file materials alphabetically, numerically, and chronologically, learn and interpret rules, regulations, and instructions; interact with the public in a helpful, courteous and friendly manner; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:

Modern office methods and practices; operation of personal computer software programs including word processing and spreadsheet tools, calculators, adding machines and other standard office equipment; proper reception and telephone etiquette.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Graduation from high school.

Experience:

Two years of clerical experience.