

**SANTA CLARA COUNTY OFFICE OF EDUCATION**

**CLASS TITLE: OFFICE ASSISTANT II**

**BASIC FUNCTION:**

Under the direction of an assigned supervisor, performs a variety of diversified clerical and record keeping duties in support of an assigned office or assignments.

**ADDITIONAL DUTIES:**

Performs a variety of diversified clerical duties in support of an assigned office including typing, filing, proofreading and distributing materials.

Compiles information and prepares and maintains a variety of records and reports related to assigned programs and activities; reviews and verifies accuracy and completeness of various documents; establishes and maintains filing systems; verifies and processes forms and applications as needed.

Types letters, lists, memoranda, bulletins, reports, requisitions, flyers, forms or other materials from detailed or rough copy; composes routine correspondence; proofreads completed typing assignments.

Serves as receptionist, answering telephone calls and directing calls to appropriate personnel; takes and relays messages as appropriate.

Receives, greets and directs visitors; responds to inquiries and provide a variety of general data for accuracy.

Receives, sorts and distributes mail; prepares and distributes informational packets.

Prepares and distributes mailings as directed.

Operates a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.

Communicates with personnel and outside

Processes purchase orders and invoices as assigned; monitors office or program expenditures; maintains auditable records.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Modern office practices, procedures and equipment.  
Policies and objectives of assigned programs and activities.  
Record keeping and report preparation techniques.  
Telephone techniques and etiquette.  
Correct English usage, grammar, spelling, punctuation and vocabulary.  
Operation of a computer and assigned software.  
Oral and written communication skills.  
Interpersonal skills using tact, patience and courtesy.  
Basic math.

**ABILITY TO:**

Perform a variety of diversified clerical and record keeping duties in support of an assigned office or program.  
Answer telephones and greet the public courteously.  
Learn, interpret, apply and explain applicable laws, codes, rules and regulations.  
Maintain records and prepare reports.  
Type or input data at an acceptable rate keeping

