

WALNUT VALLEY UNIFIED SCHOOL DISTRICT

JOB TITLE: OFFICE ASSISTANT

BASIC FUNCTION

Under the direction of the Principal, Director/Department Head or designee, to perform a wide variety of clerical functions of average to above average difficulty, including typing, data entry, providing information, maintain a high level of positive customer services and to perform other general office duties as assigned. Incumbents in this classification provide clerical support (e.g. enrollment, attendance, health etc.) to an office the functions of which directly support learning.

ESSENTIAL JOB FUNCTIONS

- Performs a wide variety of clerical work including student enrollment and attendance recording, providing information to students, parents and the public, greeting callers, and assisting other staff members as needed
- Operates a computer or terminal to enter or obtain information
- Enters, updates, calculates data, generates reports and correspondence and retrieves information
- Provides assistance, directions and specialized information to callers, visitors and students
- Compiles and accurately maintains a variety of reports, records and files including attendance and enrollment data, bus requisitions, sports events, address changes, etc.
- Operates a variety of office equipment including telephone switchboard, assigned computer and software, copier and other office or school machines; operates software systems to input data and generate periodic and special reports
- Prepares, and maintains logs, files and records
- Composes documents, e.g. correspondence, memoranda, bulletins, minutes, etc. for the purpose of communicating various activities and/or providing information
- Monitors financial related information, e.g. class size, attendance, time sheets, purchase orders, etc. for the purpose of documenting activities for reimbursement and adhering to District policies
- Maintains records, schedules, files, rosters, etc. for the purpose of documenting and/or providing reliable information
- Administers medication to students in accordance with District policies and regulations when providing backup assistance with site student health office
- Notifies parents or appropriate personnel regarding ill students
- Assists other office personnel for the purpose of providing support and backup for their job assignments (e.g. student health, attendance, registrar, finance)
- May maintain inventory of office supplies for the purpose of ensuring availability of required items
- Processes mail, purchase orders, requested forms, and/or sale products for the purpose of providing timely and accurate distribution of such materials
- May administer routine First Aid and contact appropriate person and agency in event of serious illness or injury
- Performs other duties related to the class as assigned

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JOB REQUIREMENTS – QUALIFICATIONS

Skills, Knowledge and/or Abilities Required:

Skill to:

- To operate modern equipment, including automated record management and filing systems, and assigned computer and software
- Provide quality customer service in a variety of potentially difficult situations such as customers with limited English proficiency or upset/angry parents
- Operate standard office equipment including use of computer applications
- Multi-task and perform detail work despite frequent interruptions
- Use correct English in both written and verbal form, spelling, grammar and punctuation

Knowledge of:

- Standard office machines and equipment
- Filing and record keeping techniques
- Health and safety regulations sufficient to provide backup assistance to site health office
- Basic First Aid methods, procedures and techniques
- Receptionist and telephone techniques, correspondence and report writing

Ability to:

- Perform specialized and responsible clerical duties in an assigned office
- Understand and carry out oral and written instructions
- Perform duties effectively, including detail data entry, with constant interruptions in a multi-tasking setting
- Learn quickly the policies, procedures, organization and operating details of the assigned function or office
- Work courteously and tactfully with co-workers, public and parents, including those who may be upset or angry
- Maintain patience and a positive service attitude when handling inherent delays in dealing with customers who exhibit limited English language proficiency or who are upset
- Promote team building and a positive work environment
- Adapt easily to work assignments, additional priorities, and new procedures
- Receive constructive criticism and modify work appropriately
- Work without close monitoring and meet deadlines
- Prioritize and identify needs and solve problems independently as appropriate
- Suggest procedural improvements to supervisor as appropriate
- Skillfully handle difficult situations using good judgment
- Maintain high level of professionalism in keeping the needs of customers a top priority
- Keyboard at an acceptable rate of speed

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PHYSICAL DEMANDS

Persons performing service in this position classification will be expected to perform medium work, which involves lifting no more than 50 pounds at a time occasionally and frequently lifting or carrying objects weighing up to 25 pounds. The work may occasionally involve ascending stairs and ramps and involve sitting for extended periods of time. If someone can do medium work, it is deemed that he or she can also do sedentary and light work. (*Per the Code of Federal Regulations – Section 404.1567 “Physical Exertion Requirements”*)

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

EXPERIENCE AND EDUCATION REQUIREMENT

Experience:

One (1) year general clerical experience, including contact and communication with the public. Previous experience in a school setting is preferred.

Education:

Equivalent to the completion of High School, including or supplemented by coursework in shorthand, typing, data entry and output report development, office management, or other related skill areas.

LICENSE AND/OR CERTIFICATE REQUIREMENT

- Possess and maintain a valid First Aid certificate