

## IMPERIAL COMMUNITY COLLEGE DISTRICT

### CLASS TITLE: OFFICE ASSISTANT III

#### BASIC FUNCTION:

Under direction of an assigned supervisor, perform a wide variety of specialized and technical clerical duties independently; monitor and track information; train and provide work direction to student and/or hourly office assistants as assigned.

#### REPRESENTATIVE DUTIES:

Provide clerical support to assigned function; serve as receptionist and answer telephones, providing information and assistance to administrative, academic and support staff and the general public; respond to electronic mail as appropriate.

Prepare, maintain and distribute a variety of statistical or narrative documents, specifications, logs, records or reports related to assignment; assure appropriate or requested action by monitoring and following up as necessary.

Review request for information, appeal or action and determine appropriate course of action.

Operate a microcomputer, facsimile machine, copier, calculator and other office equipment related to assignment.

Schedule facilities, meetings and maintain calendars; complete related reports as assigned.

Receive, open, sort, route, and distribute mail and faxes; order store, and maintain office supplies; order forms and other items as required.

Type correspondence, requisitions, memos, forms, reports and related material independently or from rough draft, copy, notes or oral instructions; format, proofread, edit, print, duplicate and distribute as appropriate.

Train and provide work direction to student or hourly workers as assigned.

Perform related duties as assigned.

#### KNOWLEDGE AND ABILITIES:

##### KNOWLEDGE OF:

Modern office practices, procedures and equipment.

Operation of microcomputer equipment and word processing, database management and spreadsheet applications software.

Operation of equipment, such as facsimile machine, copier and electronic telephones.

Correct English usage, spelling, grammar and vocabulary.

Oral and written communication skills.

Interpersonal skills including tact, patient and diplomacy.

Telephone techniques and etiquette.  
Data entry techniques.  
Record keeping and filing methods.

**ABILITY TO:**

Perform responsible and difficult clerical work with speed and accuracy.  
Learn, interpret apply and explain rules, laws, policies and procedures and apply them with good judgment in a variety of procedural situations.  
Process documents accurately and in a timely manner.  
Maintain accurate records and databases using microcomputers and peripheral equipment.  
Carry out verbal and written directions independently.  
Establish and maintain effective and cooperative working relationships with others.  
Communicate effectively both orally and in writing.  
Analyze situations and adopt an effective course of action.  
Work effectively with frequent interruptions and stringent timelines.  
Apply and explain procedures and requirements for area of assignment.  
Collect, compile and analyze data.  
Make arithmetical calculations with speed and accuracy.  
Operate office equipment such as microcomputer and peripherals, calculator, copier and facsimile machine.  
Train and provide work direction to others.  
Use word processing, spreadsheet and data base management computer software effectively.  
Relate effectively to people of varied academic, cultural and socio-economic background using tact, diplomacy and courtesy.

**EDUCATION AND EXPERIENCE:** Any combination equivalent to: graduation from high school including or supplemented by training in office practices and procedures and two years of increasingly responsible clerical experience.

**LICENCE AND OTHER REQUIREMENTS:** Some positions in this class may be required to use oral and written abilities in a second designated language.

**WORKING CONDITIONS:** Duties are primarily performed in an office environment while sitting at a desk or computer terminal. Incumbents are subject to constant interruptions and noise from office equipment.

**PHYSICAL DEMANDS:** Incumbents regularly sit for long periods of time, walk short distances on a regular basis, use hands and fingers to operate an electronic keyboard or other machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; and hear and understand voices over telephone and in person; lift and transport objects weighing to 10 pounds.