



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

OFFICE ASSISTANT II

A Classified Position

[Grade 18 – Salary Schedule 60](#)

A. General Statement

Under general supervision, the Office Assistant II performs detailed clerical and operational support for a department or office. Under direction, the Office Assistant II initiates, implements and coordinates office procedures and timelines in order to provide support for an office or department. Public contact is extensive, and involves College and District staff, faculty, students, vendors, other educational institutions, business and community representatives, regulatory agencies, and governmental agencies for the purpose of exchanging policy and procedural information. A moderate degree of independent judgment and creativity is required to resolve many minor and occasional major problems that arise, by selecting from among alternative procedures that are available. Consequences of errors in judgment could be costly in public relations, staff and employee time. The Office Assistant II classification can train and lead the work of volunteers and student assistants as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with college staff and others regarding department services, as well as to provide operating policies, and procedures
2. Screens calls, visitors and electronic inquiries to provide policy and procedural information and/or to take messages and make appropriate referrals
3. Sets up and tracks budget expenditures and files
4. Attends meetings and other events to obtain and provide current information
5. Uses a database and a variety of computer software to set up, track and maintain a wide variety of data and electronic and manual files and to perform data entry and retrieval
6. Composes and prepares correspondence, memoranda, report narratives, forms, publicity materials and other materials from copy or with general instruction
7. Uses standard software applications to prepare correspondence and reports, agendas and meeting minutes, and spreadsheets

8. Compiles items and materials for meeting agendas
9. Schedules and proctors student placement and other tests and scores tests using well-prescribed methods and follow-up
10. Takes and transcribes meeting notes as assigned
11. Sorts and distributes department mail as needed and coordinates bulk mailings
12. Performs other related duties as assigned

C. Requirements

1. Graduation from high school and college courses in business administration, office administration, or a closely related field
2. Successful general clerical experience of increasing responsibility
3. Extensive public contact experience with people of diverse cultures, language groups and abilities
4. Experience with the organization and maintenance of electronic and manual files and records
5. Experience with the use of a variety of computer software to compose and prepare correspondence, forms, reports, presentations, and other written materials
6. Demonstrated skill in working as part of a customer service team
OR
An equivalent combination of education and experience

D. Physical/Other Requirements

This classification requires data comparison and interpretation; contact in close proximity with individuals and groups; work under deadline pressure; multi-tasking; attention to detail; manual dexterity; pulling, pushing, reaching; moving items of light to moderate weight; listening/comprehension of a variety of directional formats; flexibility, and adaptability in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of office organizational procedures including workflow, current office equipment, supplies, file systems and computer applications
2. Skill in multi-tasking and workload prioritizing under deadline pressure
3. Skill in use of the Microsoft Office Suite and web-based content management systems
4. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups and abilities
5. Skill in oral communication, including public speaking
6. Skill in written communication
7. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files
8. Ability to work effectively as part of a customer service team