

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: CLERICAL ASSISTANT I

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform general clerical duties including typing, filing, maintaining records and answering phones.

DISTINGUISHING CHARACTERISTICS:

The Clerical Assistant I performs general and routine clerical duties in accordance with clearly defined instructions or established office procedures. The Clerical Assistant II class is the experienced-level class of the series. Incumbents perform typing and clerical duties involving independent judgment in the interpretation, application or modification of existing procedures and methods within well-defined guidelines. Incumbents are typically assigned to Instructional Division offices where they assist an Administrative Secretary I by performing clerical duties as assigned. Some incumbents are the sole clerical support during the evening. The Clerical Assistant III provides specialized clerical support requiring a broad knowledge of an assigned program or functional area. Incumbents are typically assigned to be the sole clerical support of an entire office or functional area where use of independent judgment requires related specialized training and experience.

REPRESENTATIVE DUTIES:

Perform general clerical duties in support of an assigned program or office; type, file, process mail, answer phones and maintain routine records as directed. *E*

Type and process letters, memoranda, reports, lists, record cards and other materials from rough drafts and clear copy according to established guidelines. *E*

Compile information from well-defined sources and type on a variety of standardized forms. *E*

Review documents for accuracy, completeness and conformance to established procedures and standards. *E*

Operate a variety of audio visual or office machines and equipment including typewriter, computer terminal, adding machine and copier as required. *E*

Maintain basic records, files and logs; sort and file material alphabetically and numerically; prepare new file folders according to established guidelines.

Greet visitors and provide routine information regarding programs, applications and other forms, procedures and activities of assigned function or area; provide forms as appropriate.

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Operate a cash register and make change accurately assigned.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Basic office equipment and procedures.

Basic record keeping and filing techniques.

Telephone techniques and etiquette.

Correct English usage, grammar, spelling and punctuation and vocabulary.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Perform general clerical duties in support of an assigned program or office including typing, filing and answering phones.

Type at an acceptable rate of speed, operate copiers and adding machines.

Learn to operate a variety of audio visual or automated office machines and equipment including computer terminal and related software as required.

Operate a cash register and make changes accurately assigned.

Learn and apply office procedures and other applicable rules, regulations, policies and procedures.

Maintain clerical records and files and prepare routine reports.

Understand and follow oral and written directions.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school including or supplemented by courses in office equipment and six months general clerical and receptionist duties.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL ABILITIES:

Dexterity of hands and fingers to operate a computer terminal and standard office equipment.

Hearing and speaking to exchange information on the telephone or in person.

HAZARDS:

Extended viewing of computer monitor.

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