



## **JOB TITLE: SENIOR CLERICAL ASSISTANT**

Classification: Classified  
Salary Range: 24

Retirement Type: PERS\*  
Revised/Board Approved: December 18, 2000

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### **BASIC FUNCTION:**

Under the direction of an assigned supervisor, perform varied, responsible routine to complex clerical duties to support the needs of an assigned District program, function, or office. Train and provide work direction to others as assigned; provide quality customer service in a multi-culturally diverse environment and do other related work as required.

### **DISTINGUISHING CHARACTERISTICS:**

Senior Clerical Assistants perform diverse clerical duties and frequently serve in a lead capacity or as sole clerical support in a specialized program or function. The Senior Clerical Assistant position has extensive public contact and is expected to perform assigned duties with only occasional instruction and assistance. The position serves as a technical resource regarding office or program procedures, policies and regulations.

### **REPRESENTATIVE DUTIES:**

Plan, schedule and perform a wide variety of complex, responsible clerical duties related to an assigned office, program or function.

Provide technical or specialized information and assistance to students, staff, and the public, apply and explain rules, regulations, policies, and procedures.

Receive and screen phone calls and visitors; provide information and direct inquiries and visitors to the proper person or office; provide technical information concerning policies and procedures of assigned program or office according to established guidelines.

Prepare correspondence, letters, records, tests, reports, schedules, minutes, memoranda, bulletins, tables, lists, requisitions, purchase orders and other communication materials from clear copy, rough draft or oral instructions for supervisor's approval and/or signature; proof finished copy; address envelopes and cards.

Establish and maintain complex filing and record systems; update and cross-reference information as needed.

Schedule appointments and assist in the preparation of agendas and minutes; transmit confidential or sensitive information as necessary.

Compile and analyze data relating to an assigned department or function; organize and prepare preliminary reports as requested by supervisor.

Collect, complete and post data to maintain records or statistics of students and other campus or business matters; compute and tabulate statistical data.

Establish, prepare and maintain supply inventory; order supplies and materials as assigned; sort and file documents according to established procedures.

Receive, review and process a variety of reports and documents; assure the timely distribution and receipt of a variety of records and reports; and request or provide information as necessary to assure completeness and accuracy.

Operate a variety of office equipment including a typewriter, personal computer, word processing and software applications, calculator, copier machine, and other office equipment.

Receive, sort and distribute incoming and outgoing mail.

Train and provide work direction to other clerical personnel and student employees as assigned.

Perform other related duties as assigned.

### **JOB QUALIFICATIONS:**

#### Education and Experience:

Any combination equivalent to graduation from high school and two years of increasingly responsible clerical experience.

### **OTHER QUALIFICATIONS:**

#### Knowledge/Areas of Expertise:

Modern Office practices, procedures and equipment.

Receptionist and telephone techniques and etiquette.

Record-keeping and filing techniques.

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

Interpersonal skills using tact, patience and courtesy.

Oral and written communication skills.

Basic techniques and operation of a personal computer.

#### Abilities/Skills:

Perform responsible clerical work with speed and accuracy.

Establish and implement office procedures as needed and according to established guidelines.

Understand, interpret rules and written directions and apply to specific situations.

Meet schedules and time lines.

Work confidentially with discretion.

Maintain records and prepare reports.

Communicate effectively orally and in writing.

Type at 45 net words per minute, corrected.

Type from dictating equipment.

Understand follow oral and written instructions.

Review materials for accuracy and where applicable make corrections.

Operate a variety of office equipment including a typewriter, personal computer and applicable software, calculator, copier, and facsimile machine.

Work effectively and cooperatively with others.

Lift and carry up to 25 lbs.

Move from one work area to another as needed.

Reach to maintain and retrieve files.

#### Licenses or Other Requirements:

A designated second language may be required for some positions in this classification.

**WORKING CONDITIONS:**

Office environment.

Subject to constant interruptions.

Dexterity of hands and fingers to operate office equipment.

Hear and speak to exchange information on the telephone or in person.

Sit for extended periods of time.

Use arms, legs, and back to lift and carry items.

See to prepare, sort and file documents.

\* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.