

## **DESERT COMMUNITY COLLEGE DISTRICT**

### **CLERICAL ASSISTANT**

#### **BASIC FUNCTION**

Under the direction of an assigned supervisor, provide general clerical support with entry level knowledge of office procedures and practices; act as a receptionist; answer phones and greet visitors; monitor area and maintain equipment and supplies; provide a wide variety of reference and resource information related to assigned area, function, or program.

#### **DISTINGUISHING CHARACTERISTICS**

The Clerical Assistant provides general clerical support requiring a broad knowledge of an assigned program or functional area. This is an entry level position. Tasks assigned are either routine or simple than those assigned to higher level clerical and administrative positions.

#### **REPRESENTATIVE DUTIES**

1. Perform clerical work of routine or simple difficulty; maintain a variety of records and files; sort, classify and file materials; copy and distribute materials. *E*
2. Act as a receptionist; answer phones and greet visitors in a variety of situations requiring tact, discretion and courtesy; provide information and assistance to the public, administrators, faculty and staff regarding programs, procedures and activities of assigned function or area. *E*
3. Take and relay messages; direct inquiries to the appropriate person or office; make phone calls to request, provide or verify information as directed; schedule appointments and meetings; maintain various schedules and calendars. *E*
4. Maintain supply and material inventory of assigned area; order, receive, and distribute material, equipment and supplies. *E*
5. Monitor assigned area; check equipment for functionality; process work orders for repairs and maintenance of equipment and area. *E*
6. Receive, sort and distribute incoming and outgoing mail. *E*
7. Provide reference and resource information for an assigned program or functional area; read, learn, interpret, apply, and explain policies, procedures, rules, and activities in conducting transactions with District personnel and the public. *E*
8. Establish and maintain filing systems on a variety of subjects; assemble, post, and file data and records. *E*
9. Review documents for accuracy, completeness and conformance to established procedures and
10. Operate a variety of office machines and equipment including a computer and related software; copiers, calculators and other equipment specific to assigned area. *E*
11. Perform related duties as assigned.

#### **KNOWLEDGE AND ABILITIES**

**Knowledge of:** Basic knowledge of goals and objectives of assigned office or functional area; standard office procedures and organizational skills; operation of standard office machines and equipment; modern office practices, procedures and equipment; applicable computer software including Microsoft Office; record-keeping techniques; telephone techniques and etiquette; correct English usage, grammar, spelling, punctuation and vocabulary; interpersonal skills using tact, patience and courtesy.

**Ability to:** Provide general clerical support requiring a broad knowledge of an assigned program or

functional area; learn, apply and explain policies, procedures and activities related to an assigned program or function; operate a variety of office machines and equipment including calculator, copier, computer and Microsoft Office applications; establish and maintain cooperative and effective working relationships; demonstrate a sensitivity to and understanding of the diverse backgrounds of administrators, faculty, staff and students; communicate effectively over the phone; maintain records and prepare reports; understand and follow oral and written directions; communicate effectively both orally and in writing; sit or stand for extended periods of time, lift up to 25 pounds occasionally; bend at the waist, kneel or crouch.

**EDUCATION AND EXPERIENCE**

Any combination equivalent to: graduation from high school and one (1) year of clerical experience.

**WORKING CONDITIONS**

**Environment:** Office environment.

**EMPLOYMENT STATUS**

Bargaining Unit Position

E=Essential Functions

Range 4

Approval 6/11