



CLERICAL ASSISTANT

Reports to: Varies according to assignment

Division: Varies according to assignment

Our ideal candidate

You are a dependable, punctual, caring professional with well-developed communication skills who uses tact, patience, and courtesy in a culturally sensitive manner. You can prioritize tasks and are motivated to complete work with accuracy, by established deadlines. You are a continuous learner with the flexibility to adapt to evolving work methods and activities. Your work demonstrates a high degree of attention to detail and incorporates new and effective ways to achieve better results. You are committed to providing the best service available to the Santa Barbara County Education Office, school districts, employees, and vendors.

General description

This is an experienced-level classification in which incumbents perform a variety of clerical and related duties in support of the assigned program or office operations. Duties may include but are not limited to: word processing, data entry, reception activities, meeting support, room reservations, maintaining files and records in paper and/or electronic format, typing, scanning, and filing. Incumbents work independently, within established guidelines and procedures.

Specific duties and responsibilities

- Receive and screen phone calls and visitors; provide information and direct inquiries and visitors to the proper person or office; provide general information concerning policies and procedures of assigned program or office
- Receive, screen, and route U.S. and interoffice mail or email sent to a general inbox
- Request, provide, or verify information by means of phone, email, electronic database, or paper forms
- Compose correspondence and email communications from oral instructions or rough drafts
- Using a variety of software programs and databases: enter, revise, and update information; and generate reports, lists, and summaries as needed
- Prepare and maintain files according to established procedures
- Prepare purchase orders, invoices, travel claims, and other transactions
- Schedule appointments and coordinate arrangements for meetings, workshops, or conferences
- Maintain confidential information, records and files
- Perform other related duties as assigned



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Requirements

Education: Possession of a high school diploma or GED. Completion of college coursework in business, public administration, education, or related field is preferred.

Experience: Two years of experience performing clerical duties. Experience working in a public education setting preferred.

Knowledge of:

- Modern office practices, procedures, and equipment
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Telephone and email etiquette
- Record-keeping practices
- Standard office productivity software applications
- Arithmetic, including percentages and fractions
- Operations, policies, practices, and objectives of County Education Office and assigned program

Ability to:

- Learn, apply, and explain rules, regulations, policies, and procedures related to assigned function(s) or program(s)
- Learn the functions, operations, policies, practices, and objectives of the County Education Office
- Understand and follow oral and written directions
- Communicate effectively both orally and in writing
- Organize work and set priorities
- Work with speed and accuracy
- Identify errors and discrepancies in order to pursue correction and resolution
- Review information and make appropriate decisions, within limits of authority
- Make accurate arithmetical computations
- Attain proficiency in an enterprise financial system and other software programs and databases
- Establish and maintain effective working relationships with others
- Meet schedules and deadlines
- Maintain confidentiality of files and other sensitive material
- Maintain records and prepare reports, using computerized databases or manual data collection
- Represent SBCEO effectively with external parties, such as parents, service providers, and vendors



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Licenses and Certificates

May require a valid driver’s license, automobile insurance required by law, and the use of a dependable automobile.

Working Conditions

Employees in this classification generally work in an office environment with other people. Work is usually performed indoors. Noise levels are typically low or moderate. Privacy may be limited, and interruptions may be frequent.

Positions in this classification are considered generally sedentary. Most work is performed while sitting at a desk and usually involves extensive use of computers, telephones, and other office equipment. Strenuous physical activity — such as repetitive lifting and carrying of heavy objects, crawling, or stooping — is not generally associated with these positions. These positions are not typically exposed to significant safety hazards.

Salary range 61

Series

Clerical

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