

Nebraska Department of Education
Classification Specification
Established: 6/02 Revised: ~~6/07~~ 6/14

Job Code: EDB701/EDR701/EDO701
Paygrade: 36

Office Associate I

Purpose of Class: Performs office support, record keeping and follow-up functions to assist staff in implementing programs; may interact with parents, school personnel, clients, or the general public.

Distinguishing Characteristics

Level: First in a series of six

Work Direction Received: Works under direct supervision

Direction of Others: None

Scope/Nature of Discretion: Minimal discretion; performs duties within well-defined boundaries;

Examples of Duties

Screens incoming calls and may act as a receptionist; gathers initial information, and refers to appropriate professional staff; greets and assists visitors or directs them to other staff for assistance; returns calls to clients/general public as directed.

Provides office support including keying routine correspondence and reports; assists with production and distribution of special technical documents; keys narrative/statistical information from rough drafts/documents.

Searches for, compiles, and summarizes information from office files, documents, and non-Agency sources to meet the needs of professional staff; categorizes and files/retrieves correspondence, records, and reports within arranged files to ensure ready access to information.

Maintains office equipment; orders supplies, equipment, and publications; may research and make purchase recommendations.

Sorts and distributes mail; sends form letters and other materials, prepares group e-mails and bulk mailings, relying on established correspondence guidelines and/or staff instructions; copies/faxes/scans various materials and documents.

Provides information to other staff, clients, and external customers according to established criteria and procedures.

Maintains regular and reliable attendance.

Minimum Qualifications

High school diploma or equivalent and some experience related to the essential functions of the position.; secondary/postsecondary coursework or on-the-job training in office practices and procedures. Any equivalent combination of education and/or work experience may be substituted in order to meet the minimum qualifications of the position.

Knowledge and Abilities

Knowledge

- Formats used in written business communications
- English grammar, spelling, and composition needed for correspondence
- Types and uses of office equipment
- Computer software applications including word processing, spreadsheets, presentations, databases, and web site development and maintenance
- Working knowledge of office filing systems, scheduling processes, other office processes, support functions, and specialized terminology

Abilities

- Communicate orally and in writing with co-workers and the public
- Establish and maintain effective working relationships
- Understand and apply written/oral instructions and administrative policies/guidelines
- Locate and summarize information from files and documents
- Maintain the confidential nature of information
- Operate office equipment, including computer, to perform required duties