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