

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

Job Code: EDB702/EDR702/EDO702
Paygrade: 38

Office Associate II

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

Distinguishing Characteristics

Level: Second in a series of six

Work Direction Received: Works under close supervision

Direction of Others: None

Scope/Nature of Discretion: Limited discretion; performs duties and exercises some independence within well-defined boundaries

Examples of Duties

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

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

Arranges for meetings, assuring appropriate selection of time, location, and agenda; makes travel plans, including transportation and lodging reservations; prepares related documentation.

Searches for, compiles, and summarizes information from office files, documents, and non-Agency sources to meet needs of professional staff; categorizes and files/retrieves correspondence, records, and reports; creates/modifies filing and record keeping systems pertinent to work of professional staff.

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

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

Serves as telephone operator for multi-line phone; provides information, routes calls, and takes messages as appropriate; greets and directs visitors; may implement emergency procedures as appropriate.

Maintains regular and reliable attendance.

Minimum Qualifications

High school diploma or equivalent; ~~postsecondary coursework in office practices and procedures; and~~ one year of experience related to the essential functions of the position ~~office practices and procedures work experience.~~ 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 website development and maintenance
- Working knowledge of office filing systems, scheduling processes, other office processes, support functions, and specialized terminology
- Scheduling concepts and techniques required for arranging meetings and lodging/transportation reservations

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
- Prepare a variety of internal reports and documents