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 and one year of experience related to the essential functions of the position. Any equivalent 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