

**CLERICAL ASSISTANT I, II, AND III**  
(Bargaining Unit Position)  
(Range 16, 18, 22)

**DEFINITION**

Under general supervision, perform a variety of clerical work involving specific routines and broadly defined policies and procedures; and to perform other related duties as required.

**DISTINGUISHING CHARACTERISTICS**

The Clerical Assistant Class includes level I, II and III positions. Classification level is based on job requirements, and is assigned to positions. Levels are not intended to denote the skill level of incumbents and there is no natural progression from Level I to Level III based on incumbent length of service.

Clerical Assistant I is the entry level classification of this office support series. Incumbents in the Clerical Assistant I classification perform routine and repetitive general clerical duties requiring no previous experience. Duties are performed with instructions and under close supervision.

Clerical Assistant II is the intermediate level classification among this office support series. The incumbents in this classification are more competent to provide a variety of clerical support to other clerical or secretarial staff and performs some assignments independently

Clerical Assistant III is the advanced level in this classification and performs specialized clerical duties or provides sole clerical support for an assigned function. Incumbents in this classification are required to exercise independent judgment and may be assigned to provide work direction to the lower classifications.

Incumbents in this position support student learning outcomes and institutional effectiveness by serving as a first contact and support for students, staff, and faculty.

**ESSENTIAL FUNCTIONS**

- Meet and work with the public, students, and college staff in a variety of situations which require tact, discretion, and courtesy;
- Give information and interpretation of policies and procedures, which require knowledge of an assigned aspect of the departmental activities;
- Compile information from various sources and type on a variety of forms;
- Review documents for accuracy, completeness, and conformance to established procedures;
- Open and classify incoming mail and other information;
- Perform a wide variety of clerical and typing work;
- Operate standard office equipment, including word processor, personal computer, microprocessors, calculators, and microfilm if required;
- Type and operate word processing keyboard to generate letters, memorandum, reports, requisitions, and other materials;
- Establish and maintain hard copy and electronic data processing records;
- Receive, account for, and deposit cash from sales and registration;
- Interpret and apply college policies, rules and regulations when dealing with faculty and students;
- Maintain confidentiality of personal matters;
- Maintain clerical records and to compile basic reports;
- Monitor security system for files and maintain a card identification system if required;
- Learn and interpret rules, regulations, and instructions;

- Perform other related duties as required.

**Essential functions of particular positions within classifications may vary because job duties may vary by work location.**

## **QUALIFICATIONS**

### **Education:**

Required

- Graduation from high school or equivalent

Preferred

- Associate Degree preferred for Levels II and III

### **Experience:**

Required

Clerical Assistant I:

- Experience is not required for entry into a Clerical Assistant I position.

Clerical Assistant II:

- One year of general clerical experience, which includes the use of keyboard and other modern office equipment, is required for entry into a Clerical II position.

Clerical Assistant III:

- Two additional years of experience, including keyboarding, are required for entry into Clerical Assistant III.

**Or any equivalent combination of education and experience.**

### **Knowledge of:**

- Record keeping;
- Modern office practices, procedures and equipment;
- Correct English, spelling, punctuation, and grammar;
- Methods of writing correspondence and reports;
- College organization, policies, and rules;
- Current technologies, personal computer, and associated office software such as work processing, spreadsheet, presentation, and/or database software;
- Principles of report writing;
- Computer programs necessary for record keeping and databases.

### **Ability to:**

- Establish and maintain cooperative working relationships with those contacted in the performance of duties;
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff, external customers and students, and of staff, external customers and students with physical and learning disabilities;
- Communicate effectively orally and in writing;
- Maintain a variety of files.

### **Physical ability to:**

- Read and comprehend printed matter and text and data on computer monitors;

- Communicate intelligibly and effectively via speech, telephone, written correspondence, and/or email;
- Sit or stand for extended periods of time;
- Lift and/or carry 25 pounds;
- Exert manual dexterity sufficient for keyboard and other office equipment operation.

**License and Certificates** (current within the last year):

Required

- Minimum 40, 45, and 50 wpm Keyboarding/Typing certificate at Levels, I, II, and III respectively.

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