

Citrus College

Position Description

Position: Department Aide	Position Number:
Department/Site:	FLSA: Non-exempt
Evaluated by:	Salary Range: 3

Summary

Performs routine clerical support to administrative and instructional areas, following well-established policies, procedures, routines, and schedules.

Distinguishing Characteristics

The Department Assistant is an entry-level clerical/customer service position, yet may require basic knowledge of the terminology, practices and procedures of an area of assignment. Work is focused in these areas: production typing and data entry, receptionist, records maintenance, filing, and retrieval of information. Advancement potential exists along other career paths depending on need and compliance with the stated qualifications.

Essential Duties and Responsibilities

- Performs clerical and typing work related to the assigned office.
- Performs data entry of business transactions (e.g., deliveries, purchase orders, printing orders, forms, etc.). Enters data onto established data entry screens with well-defined instructions.
- Answers a telephone and serves as receptionist for a work team. Responds to common inquiries, makes appointments, and provides. Refers callers to appropriate individual or resource.
- Greets walk-in visitors, determines their needs, then either routes them to the appropriate person or service or personally completes the request or transaction.
- May receive and account for money paid by others for items such as fees and permits.
- Establishes and maintains files as directed. Assembles, collates and prepares materials for distribution.
- Duplicates, counts, and distributes routine documents from written copy or notes. Delivers and picks up a variety of forms and materials from staff, students, or the other departments.
- Compiles information onto established formats and maintains a variety of records to support regularly recurring reports.
- Contacts other departments and outside agencies to locate information and/or services not provided by the department.

- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

Requires basic knowledge of modern office practices, procedures and equipment including receptionist and telephone techniques and etiquette. Requires knowledge and understanding of the principles and procedures of record keeping. Requires sufficient knowledge of personal computers to access and use e-mail and common desktop productivity software. Must understand mathematics sufficient to perform columnar calculations, decimals, fractions, etc. Requires good English, grammar, spelling and punctuation. Must have sufficient human relations skills to greet and work cooperatively with internal and external customers.

- **Abilities**

Requires the ability to perform the duties of the position efficiently and effectively, under general supervision. Must be able to learn, understand and apply district rules, regulations and policies. Requires the ability to operate standard office machines and equipment, including typewriters, switchboards, copiers, calculators, word processors, printers, etc. Must be able to maintain alphanumeric records.

- **Physical Abilities**

The incumbent must be able to perform work of a sedentary to moderately active nature. Position requires periods of extended standing plus light to medium stooping, kneeling and carrying and lifting (10 to 25 pounds). Requires normal hand-eye and arm, hand, finger dexterity sufficient to operate power and hand tools. Requires visual acuity sufficient to read printed materials, count inventory, and observe the condition of equipment and facilities. Requires sufficient auditory ability to carry on ordinary conversations.

- **Education and Experience**

The position requires a High School diploma and one year of general clerical, data entry, and production keyboarding or tutoring experience.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed predominately indoors where some safety considerations may exist from physical labor.