



**Orange County Department of Education  
Human Resources Department  
Classified Class Specification**

**Class Code: 5080  
Date Adopted: July 1, 2008  
Date Revised: May 4, 2016**

**FLSA Status: Nonexempt  
Union Representation: Represented**

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## **School Administrative Assistant II**

### **GENERAL PURPOSE**

Under general supervision, performs a wide variety of routine to moderately difficult clerical support functions in a busy school office environment, including preparation and maintenance of student records, reports, and forms; assists students and faculty with routine needs and maintains logs and documentation; regularly responds to standard inquiries and information requests from parents, faculty, students, school administrators, outside agencies, and the public; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

School Administrative Support Assistant II's are responsible for performing a wide variety of responsible clerical and office support functions in a busy school office environment, ranging in difficulty from routine to moderately difficult and requiring knowledge of OCDE policies, procedures, terminology, and practices related to areas of assignment. Work requires a significant degree of interaction with parents and students.

School Administrative Assistant II is distinguished from School Administrative Assistant III in that incumbents in the latter class typically provide administrative support to a principal and PAR staff or the equivalent and coordinate and organize school office work flow, in addition to performing the full range of school office administrative duties.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Regularly interacts with parents, faculty, students, school administrators, and staff, OCDE officials, outside agency representatives, volunteers, vendors, and the public; answers, screens, and routes telephone calls; takes and distributes messages; greets and directs visitors to the appropriate school staff member; responds to requests for routine information, questions and complaints and refers to appropriate staff member or department those issues outside scope of knowledge or authority; provides registration packets or other written information, as requested; makes phone calls on behalf of faculty and administrators, including reminder calls and/or calls regarding student behavior/discipline to parents; contacts other departments as necessary to ensure students receive proper services; answers written inquiries for standard information.
2. Prepares, types, formats, revises, completes, prints, gathers information for, and/or distributes a variety of school and student-related forms, lists, reports, slips, logs, handbooks, newsletters, announcements, correspondence, memoranda, calendars, schedules, rosters, programs, weekly and other bulletins, requests, and other documents; types from rough notes, drafts, and brief oral instructions; composes routine correspondence; enters and revises data in databases and generates reports; collects and compiles information for and completes standard federal, state, local, and/or OCDE forms, reports, and records as assigned.

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## **ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)**

3. Participates in preparing, organizing, maintaining, reviewing, and updating assigned student and other related files and records; locates, retrieves, duplicates, and distributes copies of reports, forms, records, and documents, as requested.
4. In compliance with established procedures, performs clerical duties related to student attendance, enrollment, discipline, and/or other assigned matters, including one or more of the following: assists in registering and enrolling new students; assists parents in completing enrollment forms; updates phone numbers and addresses on registration/emergency cards; assembles and/or participates in assembling and distributing enrollment and registration packets; maintains daily student lunch count including tracking of money, types of lunches ordered, and processing student lunch applications.
5. Opens, screens, sorts, processes, and/or distributes incoming mail and other materials; sends and receives faxes; prepares regular and bulk mailings; copies, sorts, and collates various documents and materials, including large duplication orders for teachers; may maintain photocopy tally records for teachers; may distribute and post flyers; may perform routine scheduling duties.
6. Orders and maintains inventory of office and classroom supplies and materials; enters data and submits work orders for school equipment and facility repairs and follow-ups with OCDE departments to ensure timely and appropriate response; ensures cleanliness and organization of school work rooms; performs routine maintenance and repairs to standard school office equipment, including copiers, printers, and/or laminators; requests vendor service, as necessary for maintenance and repairs; takes equipment meter readings.

## **OTHER DUTIES**

1. May provide clerical assistance to teachers for field trips, including making field trip reservations, submitting and following-up on transportation requests, and completing buy-outs and other related paperwork.
2. Tracks staff attendance on a daily attendance; processes time sheets for teachers and substitutes; prepares overtime sheets; prepares and sends documents to Payroll.
3. Fills textbook requests by pulling from storage or ordering; orders and distributes student practice books; processes new adoptions by inventorying, stamping, sorting, and distributing all materials; replaces damaged/lost books.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Office administration practices and procedures, particularly as they apply to a school office.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar, and punctuation.
3. OCDE organization, functions, rules, policies, and procedures applicable to school office operations.
4. Uses and operations of a computer and standard business software including word processing and spreadsheets.
5. Records management, recordkeeping, filing, and basic purchasing practices and procedures.
6. Various cultures and traditions of students served by school.
7. Customer service practices, including telephone techniques and etiquette.

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**Ability to:**

1. Organize, set priorities, and exercise sound judgment within areas of responsibility.
2. Operate a computer using word processing, spreadsheet, and other business software.
3. Operate other standard office equipment.
4. Perform data entry with the speed and accuracy necessary to meet the requirements of the position.
5. Type accurately at 50 WPM.
6. Interpret, apply, and reach sound decisions in accordance with OCDE and school policies and procedures.
7. Understand and follow written and oral instructions.
8. Prepare clear, accurate, and concise records and standard correspondence.
9. Organize and maintain office and specialized files.
10. Communicate clearly and effectively, orally and in writing.
11. Deal with sensitive and difficult situations.
12. Establish and maintain effective working relationships with administrators, staff, students, parents, the public, and others encountered in the course of work.
13. Must demonstrate attendance sufficient to complete the duties of the position as required.

**Education, Training, and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or high school equivalency test, and two years of increasingly responsible office administrative or secretarial experience; or an equivalent combination of training and experience. Experience in a school office or similar environment is highly desirable.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, employees are regularly required to sit, walk, and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel, or operate computers and standard office equipment; reach with hands and arms from the waist to at or above shoulder level; bend, stoop, push, pull, grasp, squat, kneel, and twist to open file cabinet drawers, and lift up to 30 pounds from ground, waist, and chest level; travel over uneven terrain that may include gravel or dirt; carry materials on stairs; some locations may have stairs and will not have elevators.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

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### **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information, and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines; and interact with administration, faculty, staff, parents, students, the public, and others encountered in the course of work.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee works in a busy school office environment, and the noise level can be occasionally loud.