

WASHINGTON STATE UNIVERSITY
Sample Job Duties

Position Title

Employee Type	CS-Civil Service
Title/Title Code	Office Assistant 2/100I
Pay Rate	M
Pay Range	28
Function/General Scope	<p>Performs a variety of routine clerical duties such as processing documents and records, extracting and compiling records or data, responding to routine inquiries concerning office/departmental services and procedures, maintaining and monitoring established record keeping, filing and data base systems, and producing forms, letters, record entries and other material.</p> <p>Positions may perform data retrieval and modification and enter data on numerical or alphabetical data entry equipment.</p> <p>Duties and assignments are of a routine nature. Routine duties are recurring and accomplished by following established work methods or procedures.</p> <p>Within established guidelines, independently organizes, prioritizes, and initiates work activities. Decision making authority is limited to choice of appropriate methods or procedures. Guidance is provided in new or unusual situations.</p> <p>Deviation from established methods, procedures, or guidelines requires approval. Work is periodically reviewed to verify compliance with policies, procedures, or standards. Positions may occasionally help and/or provide work direction to lower level staff.</p>

Position Details

Position Summary	<p>This Office Assistant 2 position serves as the receptionist for DEPARTMENT by fielding all incoming telephone calls and scheduling appointments. The incumbent provides general information on DEPARTMENT policies services. In addition, the Office Assistant 2 processes documents; maintains established record keeping/filing systems; performs basic data entry; extracts and compiles data for reports; and assists with special projects as requested.</p>
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% of Time	Essential Function	Job Function	Duties
50	Yes	Reception	<ul style="list-style-type: none"> -Answers telephones, provides information and/or refers calls. -Receives, screens and refers visitors to appropriate departmental personnel. -Provides general information regarding DEPARTMENT programs, policies and processes to students, parents, faculty, staff, and general public. -Notifies department staff of appointment arrivals and cancellations. -Contacts clients as necessary for cancellations or rescheduling appointments. -Responsible for opening and closing the office according to set procedures.
30	Yes	General Office Support	<ul style="list-style-type: none"> -Processes and distributes incoming mail; prepares outgoing mail. -Posts daily internal announcements. -Maintains filing system for client files; assembles new client files. -Monitors and maintains contents of various files. -Orders and maintains office supplies. -Assists with window posters and bulletin boards.
15	Yes	Database/Scheduling System Maintenance	<ul style="list-style-type: none"> -Enters and monitors data in established database. -Reviews electronic records for completeness, accuracy, and compliance within established rules. -Extracts and compiles data for various reports from database/scheduling system as requested.
5	No	Other	<ul style="list-style-type: none"> -Performs other duties as assigned.

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Supervisory/Lead Responsibilities

Incumbents may occasionally lead or direct the work of temporary hourly and student employees.

Position Qualifications

Classification Requirements

High School graduation or equivalent and one year of clerical experience; OR equivalent education/experience.

Position Specific Qualifications

Preferred Qualifications

- Customer service experience.
- Strong computer skills and competency with Microsoft Office software including Word, Excel, and Outlook.
- Experience using computer software to manage multiple electronic calendars and schedule appointments/meetings.
- Excellent communication skills, both written and oral.