CLASSIFICATION DESCRIPTION TITLE: ADMINISTRATIVE OFFICE ASSISTANT

**CLASSIFICATION SUMMARY:** Responsible for filing, faxing, copying, directing phone and walk-in customers, performing basic data entry, and distributing mail. This class requires knowledge of basic clerical functions, computer skills, data and document processing, and customer service principles.

**TYPICAL CLASSIFICATION ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

1. **Illustrative only – not inclusive of every task assigned to a position.** Performs general reception duties which may include: answering phones, directing inquiries to appropriate staff, greeting visitors, and providing department information.

2. Assists in maintaining department schedules which may include: meetings, appointments, testing, conferences, and workshop activities.

3. Performs basic office duties, such as copying, filing, faxing, typing standard documents, preparing, sorting, and distributing mail and information packets, and entering data.

4. Maintains and updates various office files, both electronically and in paper format; files documents alphabetically, numerically, or by other prescribed methods.

5. Reviews, processes, and routes a variety of payments, forms, records, applications, and statements ensuring completeness and accuracy.

6. Contacts customers to obtain or provide information.

7. Performs spot checks of inventory and orders supplies as needed.

8. Performs other duties as assigned.
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Training and Experience (positions in this class typically require):
High School Diploma or G.E.D., and six months of general office or basic customer service experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Ability to accurately type 30 words per minute.

Licensing Requirements (positions in this class typically require):
- None Required.

Knowledge (position requirements at entry):
Knowledge of:
- Clerical and office support practices;
- Assigned department operations and functions;
- Customer service principles.

Skills (position requirements at entry):
Skill in:
- Operating a variety of office equipment, including a computer and related software applications, telephone, fax machine, and adding machine;
- Maintaining files and records;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction;
- Preparing a variety of business correspondence, records, reports, documents and forms;
- Following oral and written instructions, policies, and procedures.

Physical Requirements:
Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

NOTE:
The above job classification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:
Date created: (08/08/2007)
HARRISBURG AREA COMMUNITY COLLEGE
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____________________________________  ________________________
Signature of Employee                   Date

____________________________________  ________________________
Signature of Supervisor                  Date