

JOB ANALYSIS - Senior Office Assistant

JOB ANALYST: Nancy Kennedy, MS,CRC	DATE OF ANALYSIS: March 23, 2015
PHONE #: (800) 477-0626 X 4435	DATE REVISED: NA
Conducted for: Chico Unified School District	Information Provided by:

General Description:

Under general supervision, The Senior Office Assistant performs a variety of specialized clerical work in support of the program to which assigned; word processing and data entry support; to provide information and assistance to students, faculty, staff and the general public; and may exercise functional and technical supervision over clerical staff and student assistants.

Essential Job Functions:

1. Perform a wide variety of specialized clerical work, including maintaining accurate and detailed records, compiling information and data for statistical and financial reports, verifying accuracy of information, researching discrepancies, tabulating statistical data and recording information; develop and maintain files and complex record keeping systems.
2. Apply departmental and program policies and procedures in determining completeness of forms, records and files; provide information and forms to the students, faculty, staff and the general public; collect and process appropriate information.
3. Type, proofread and word process a variety of documents, including general correspondence, agendas, reports, newsletters and memoranda from rough draft or verbal instruction.
4. Receive calls, visitors and mail; respond to complaints and requests for information from students, parents, faculty, staff and the general public; interpret and explain rules and regulations.
5. Perform routine administrative support duties within the clerical support system; order, requisition and store appropriate materials, supplies and equipment; recommend improvements in work flow, procedures and use of equipment and forms; prepare work orders.
6. Direct the work of students working in assigned office; recommend grades based upon work performance.
7. Operate office equipment, including computer equipment, copiers, calculators, multi-line telephone, 2-way radio, and other related business office machines or devices.
8. As assigned, the Senior Office Assistant will perform specialized essential functions:
 - Maintain accurate daily attendance records, including issuing readmit or tardy slips, prepare and distribute master absence lists, verifying student absences, providing information to parents, teachers, counselors, and administrators; post absences and prepare regular and annual tabulations on attendance; input absences into computer from a variety of sources, including class rolls, calling lists, tardy lists and parents; contact parents with written notices, by telephone or in person regarding student absences; run reports of unverified absences.

- Review student attendance records and authorize or suppress weekly attendance letters; prepare lists and call slips for student's assigned to detention, or other purposes; prepare data, lists and forms or other materials for students assigned to Saturday School & ADA Make-Up Days and clear absences for attendees.
- Maintain records of confidential visits, and maintain and distribute Suspension Letters/files; compile lists such as Semester & End of Year Assembly data, and certificates for Perfect Attendance, Honor Roll and/or Awards.
- Monitor student reporting to office for discipline, counseling services or health needs.
- Serve as secretary to assigned staff; relieve staff of complex clerical details.
- Serve as liaison with school officials, other schools, offices and school districts on matters related to assigned programs.
- Schedule meetings and appointments for assigned staff; schedule Conferences for Attendance Contracts and refer appropriate student to School Attendance Review Board; schedule "All Teacher Conferences" to review grades and classroom progress for Counselors.
- Act as relief for Health Office staff according to District policy and procedures.
- Attend meetings and conferences as assigned and serve as recorder; prepare materials and agenda for assigned meetings.

9. Perform other related duties and responsibilities as assigned.

Required Knowledge, Skill and Ability:

Knowledge of: Business office practices, methods and practical use of computers, telecommunication equipment, and other office equipment/devices; principles and procedures of record keeping; principles and practices of data collection and report preparation; applicable District policies, State and/or Federal laws or regulations regarding attendance, or other matters related to scope of responsibility; principles of business letter writing and business correspondence; public relations techniques and interaction methods/techniques with students; basic recordkeeping or tabulation procedures appropriate to work assignment; computer/digital software applications, techniques and/or programs, including word processing, spreadsheets and database applications; alphabetical, numerical and subject matter filing systems; basic mathematical principles and calculations; English usage, spelling, vocabulary, grammar and punctuation.

Skill/Ability to: Learn, interpret and apply the policies, procedures, laws and regulations pertaining to assigned programs and functions; learn basic first aid principles and practices may be required for some positions; perform responsible and difficult specialized clerical work involving the use of independent judgment and personal initiative; understand the organization and operation of the District as necessary to assume assigned responsibilities; provide lead supervision for lower level staff and student assistants; interact effectively and sensitively with individuals from diverse backgrounds; use age and situation appropriate language; respond appropriately to requests and inquiries for information regarding District policies and procedures; collect and accurately tabulate information and data; prepare and maintain accurate and complete records; prepare clear and concise reports; work effectively and efficiently under pressure with constant interruptions; plan and organize work to meet schedules and deadlines; independently compose correspondence and memoranda; work independently in the absence of supervision; exercise good judgment, flexibility, creativity and sensitivity in response to changing situations and needs; communicate clearly and concisely, both orally and in writing; including with use of communication devices; work effectively in a public school setting

with a variety of individuals and students; establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Physical Demands (Per U.S. Department of Labor Definition) *Times listed are illustrated to represent an 8 hour work day, but different work hours may apply:

Rating	Rarely - < 1%	Infrequently 2-5%	Occasionally 6-33%	Frequently 34-66%	Constantly 67% +
	< 5 minutes	*5-30 minutes	*30 minutes to 2 ½ hours	*2 ½ hours to 5 ¼ hours	*5 ¼ hours or more
Sedentary			0 – 10 lbs.		
Light			11 – 20 lbs.	0 – 10 lbs.	
Medium			21 – 50 lbs.	11 – 25 lbs.	1 – 10 lbs.
Heavy			51 – 100 lbs.	26 – 50 lbs.	11 – 20 lbs.
Very Heavy			100 + lbs.	50 + lbs.	20 + lbs.

STANDING: *Remaining on one's feet in an upright position at a workstation without moving about.*

Occasionally to Frequently, depending on office layout/school site. Standing occurs to access and utilize office equipment, and when standing at a counter or service window to access materials, log books, and to assist students/teachers or other staff, parents, etc. The Senior Office Assistant will act as the point of contact for persons entering the Administration Office, or a designated attendance area, depending on school site. Standing will be for a short duration of several minutes as necessary at school sites where a seated position is located directly behind the counter. At some school sites standing will be required for more prolonged period, and up to 50% of the work day with intermittent stepping or walking, and less sitting.

WALKING: *Moving about on foot.*

Infrequently to Occasionally. Walking occurs within the immediate work zone of the school administrative offices from several feet to approximately 60 feet on a regular routine basis to access adjoining work areas or offices in the course of assisting others, accessing records/materials, or office machines and speaking with administrators or staff. The Senior Office Assistant will walk to classrooms or other campus areas as necessary to deliver a message, or in rare cases to assist in an emergency situations, or a special assignment.

SITTING: *Remaining in the normal seated position.*

Occasionally to Constantly, depending on school site. Sitting will occur in excess of 60% of the work day at school sites with a seated desk behind a counter. Intermittent standing or walking will occur when necessary to access a log book, speak with or assist an individual. At other school sites, the desk may be located away from the counter or service window, and sitting will be 30% to 60% of the work day, and occur intermittently with standing or walking 5 to 10 feet. Sitting is required when accessing computer data bases, preparing reports, and maintaining records, or speaking on the telephone. Certain assignments, such as preparing for Saturday School, make up days, or other similarly detailed record keeping functions will require sitting for prolonged periods of time.

LIFTING: *Raising or lowering an object from one level to another (including upward pulling).*

	Never	Rarely	Infrequently	Occasional	Frequently	Constantly	Height
5 lbs. or less				X----	-----X		Floor to desk top level or over shoulder
6 - 10 lbs.		X					Floor to desk top level or over shoulder
10 – 20 lbs.		X					Floor to desk or shoulder
21 – 35 lbs.	X*						*Floor to desk top level
36 – 50 lbs.	X						
51 – 75 lbs.	X						
76 – 100 lbs.	X						

Typical items lifted:

0 – 5 lbs.: Files, documents, binders, office supplies, 2-way radio

6 – 10 lbs.: Stack of files, larger binders

11-20 lbs.: Stack of files, student backpack

21 – 35 lbs.: Not required (assistance available) - box of records (archives, end of school year)

CARRYING: *Transporting an object usually holding it in the hands, arms or shoulders.*

	Never	Rarely	Infrequently	Occasionally	Frequently	Constantly	Distance
5 lbs. or less		X----	-----X				Any Distance Walked/approx. 60 feet
6 to 10 lbs.		X----	-----X				Any Distance Walked/approx. 60 feet
10 – 20 lbs.		X*					Up to 150 ft.
21 – 35 lbs.	X						
36 – 50 lbs.	X						
51 – 75 lbs.	X						
76- 100 lbs.	X						

See Lifting Section for typical items carried. * Approximately twice per year. Cart is available.

PUSHING: To exert force on or against an object in order to move it away.

Rarely to Infrequently. Pushing occurs to close file cabinet, drawer, or to place files in stack, slide items on a surface or open/close a counter window (if applicable to the site) utilizing nominal force up to 10 lbs. If necessary to assist, the Senior Office Assistant may push a student in a wheel chair very rarely up to 20 lbs force several feet, or to Nurse's Office.

PULLING: To draw towards oneself, in a particular direction or into a particular position.

Rarely to Infrequently. Pulling occurs to open file cabinet, drawer, or to place files in stack, or slide items on a surface utilizing nominal force up to 10 lbs.

CLIMBING: *Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like using hand and feet.*

Not Required.

BALANCING: *Maintaining body equilibrium to prevent falling when walking, standing, crouching or running on narrow, slippery or erratically moving surfaces.*

Not Required.

STOOPING/BENDING: *Bending body downward and forward by bending spine at the waist, requiring full use of the lower extremities and back muscles.*



20 Degrees - Occasionally. A light bend or stoop forward will occur intermittently when reaching across a counter or to side areas of counter/desk top when accessing records, binders, supplies, or sign in/out binders. Based on stature and stance bending forward may be required when handing items to a student/parent, or when providing other types of assistance or job functions. Forward bending occurs as a short duration lean forward or to a side and from a standing or seated position.



45 Degrees - Infrequently. A moderate bend will occur to access lower cabinet shelves for storing supplies/forms, archived records, or a desk drawer. A moderate bend will occur intermittently and not for a prolonged or sustained period of time, but may occur numerous times over the course of a work day.



90 Degrees- Rarely. Full bending will occur incidentally to pick up a dropped item, or pick up a student backpack, and to access a bottom shelf/copier paper tray, etc. In cases where access to a bottom shelf requires re-organizing materials or accessing archived files a chair can be used and bend performed from a seated position.

TWISTING/TURNING: *Rotating the torso. This includes turning of upper and lower back, and hips.*

Infrequently to Occasionally, 0-30 degrees. Upper torso twisting/turning to left or right will occur from a standing or seated position to access files or forms, etc. in general work areas. The office chair swivels, but due to multi-tasking required throughout the course of the work day, turning or twisting the upper torso will occur for expediency.

KNEELING: *Bending legs at knees to come to rest on knee or knees.*

Not Required.

CROUCHING/SQUATTING: *Bending body downward and forward by bending legs and spine.*

Rarely to Infrequently. Crouching or squatting will occur when assisting an injured, sick or distressed student in order to get down to a lower level to make eye contact if student is seated, or to view an injured lower limb. These situations will occur when providing back up to the School Nurse or Health Aid.

CRAWLING: *Moving about on hands and knees or hands and feet.*

Not Required.

NECK POSITIONS:

Extension: 0 - 70 degrees: Occasionally, up to approximately 30 degrees when seated. Neck extension occurs when seated to view to the counter or window, or on occasion a taller parent. The Senior Office Assistant is responsible to greet and to speak with visitors, or staff related to focus of work. If seated behind a counter, the Senior Office Assistant will look upward to view the office entrance area, students waiting for counselor appointments, or to handle routine matters with staff/parents/visitors, etc.

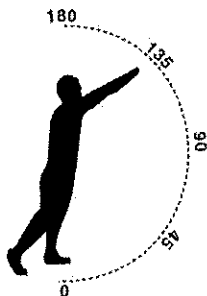
Flexion: 0 - 80 degrees: Frequently, to approximately 50 degrees. Most work functions involving record keeping, resolution of attendance or other data, writing notes or correspondence, etc. will involve viewing documents or files located on the desk top or a lower work surface. This includes accessing materials or supplies stored below eye level, assisting students or others, and most routine or specialized job functions.

Left/Right Lateral Rotation: 0 - 45 degrees: Occasionally. Glancing to either right or left occurs when viewing immediate work areas where students or others gather to speak with or check in /check-out, or have other matters to be handled by the Senior Office Assistant. Student Assistants, or students being monitored will sit in designated areas in proximity to the desk or counter areas where work is performed, and school site Administration Offices are designed so that personnel have visibility along counters or windows, and so that areas can be viewed from a stationary seated desk area.

Left/Right Lateral Flexion: 0 – 45 degrees: Occasionally. Due to the frequency of incoming telephone calls, or outgoing calls during periods of the school day, cradling a telephone hand set on right or left will occur when using hands bilaterally to accessing data base records, enter information, or when concurrently handling documents/files or writing notes/memos.

REACHING: *Extended hand(s) and arm (s) in any direction.*

Forward: Forward reaching occurs routinely to access binders and forms located on a counter or desk top. Reaching commonly occurs when receiving or handing off a note or document at the counter/window, and may involve a light bend forward (See Stooping/Bending - 20 Degrees). The Senior Office Assistant accesses and retrieves a variety of documents, files, binders throughout the course of the work day, and will on occasions be involved in special projects, such as assembling materials, archiving records, etc. Forward reaching occurs to the degrees indicated below:



135 to 180 Degrees - Rarely
90 to 135 Degrees - Rarely, or to Occasionally (if seated)
45 to 90 Degrees - Frequently
Below 45 Degrees - Infrequently

Abduction (*Side reaching 0 - 180 Degrees*): **Not Required.**

Horizontal Abduction (0 -90 Degrees)/**Horizontal Adduction** (0 - 45 Degrees): **Occasionally to Frequently.**

Performed primarily as a unilateral movement away and/or across body horizontal reaching occurs to move documents/files from one side of the desk or counter to another; and if applicable to the site slide a counter window. Horizontal reaching will occur to access office supplies, telephone receiver, and other miscellaneous items used throughout the work day to perform routine job functions, and will on occasion involve using both hands, such as to move a stack of files.

HANDLING: *Seizing, holding, grasping, turning, or otherwise working with hand or hands. Fingers are involved only to the extent that they are an extension of the hand, such as to turn a switch.*

Occasionally to Frequently. Up to 50% of tasks involve use of the full hand to handle documents/files, binders or clip board, to access and use office supplies/implements, or a telephone and 2-way radio, or computer mouse, etc. Handling tasks will involve short cycle manipulation of documents with intermittent change of position or change of task. Handling will be performed unilaterally and bilaterally and include three-point pinch (writing), tip-pinch, wrist deviation, rotation, extension and flexion, pronation and supination of the hand.

FINGERING: *Picking, pinching, touching, feeling or otherwise working primarily with fingers rather than with the whole hand or arm as in handling, and key-stroking.*

Occasionally to Frequently. Up to 50% of tasks involve the use of fingers to separate or turn pages, use a touch pad or control feature (telephone/radio), click or scroll using a computer mouse, and to use a keyboard to enter or retrieve data, and other fingering tasks. Repetitive fingering is generally for short cycles with intermittent whole hand actions, or a change of task.

TALKING: *Expressing or exchanging ideas by means of the spoken work.*

The ability to speak clearly and effectively in all in-person communications and using a communication device is required at any or all times. The Senior Office Assistant communicates throughout the work day with a variety of persons, and the ability to be understood is critical to the understanding of students, parents, school site staff and others with whom contact is made. This involves giving directions or information pertaining to general school site matters, and the communication of detailed, sensitive or confidential matters.

HEARING: *Perceiving the nature of sounds by ear. (indicate sound intensity)*

Normal, near normal, or corrected to-range hearing is required to accurately obtain information related to data collection, or the needs and questions of students, parents, and school site staff, or others. The ability to hear to understand conversations, telephone/radio communications, bells and alarms is critical to the performance of job functions.

SEEING:

Normal, near normal, or corrected to-vision is required to function effectively in the role of Senior Office Assistant. Ability for near acuity (≥ 20 inches), far acuity (≥ 20 feet), depth perception, field of vision, accommodation (adjusting focus) and color identification is critical to accurately reviewing, tabulating, and entering or retrieving information; reading and identifying forms, files and written messages, and assisting students, parents, and school site staff.

ENVIRONMENTAL CONDITION - EXPOSURE TO: (Checked items apply)

- ☒ [X] Weather - 99% inside 1% outside
- ☐ [-] Extreme Cold
- ☐ [-] Extreme Heat
- ☐ [-] Wet and/or Humid
- ☒ [X] Noise intensity level - Occasional moderate noise, but generally low noise level
- ☐ [-] Vibration
- ☒ [X] Atmospheric Conditions - ambient office conditions
- ☐ [-] Electrical Shock
- ☐ [-] Work in High Exposed Places
- ☐ [-] Radiation (i.e. X-ray)/Explosives
- ☐ [-] Toxic or Caustic Chemicals
- ☐ [-] Proximity to Moving Mechanical Parts
- ☒ [X] Other Environmental Conditions - Potential exposure to air-borne pathogens typical of a school or public setting; potential blood-borne pathogens when assisting in Nurse's/Health Office .

PSYCHOLOGICAL FACTORS:

1. **ABILITY TO COMPREHEND AND FOLLOW INSTRUCTIONS:** *The ability to maintain attention and concentration for necessary periods. The ability to understand written and oral instructions, and the ability to do work requiring set limits, tolerances, or standards.*

100% of job tasks involve maintaining attention and concentration throughout the work day, and to understand written or oral instructions. All work performed requires the ability to conform to general policies and procedures, and to adhere to established methods and procedures. Senior Office Assistants apply departmental and program policies and procedures in determining completeness of forms, records and files; utilize specific methods and computer applications for recording data and reports, the logging of file information, or written communications, and comply with standard school site and District policies and procedures related to assigned job functions, or miscellaneous tasks. Senior Office Assistants will receive information from administrators, teachers, students, parents, other staff, or visitors and are responsible for understanding and correctly and efficiently handling requests or necessary actions.

2. **ABILITY TO PERFORM SIMPLE AND REPETITIVE TASKS:** *The ability to ask simple questions or request assistance; the ability to perform activities of a routine nature; and the ability to remember locations and work procedures. The ability to obtain information and answer questions regarding company procedures, or standards for immediate staff is required.*

Approximately 25-30% of tasks performed are routine in nature and involve asking questions or answering simple inquiries, or obtaining information/answering questions regarding school or District policies for school site staff. Job functions involve the classroom attendance of students, or standard questions regarding the status or location of a student, a scheduled appointment with a counselor or administrator, or general information about a related matter. This will also involve issuing call slips for students, and providing information to student aids working in the administration office.

3. **THE ABILITY TO MAINTAIN A WORK PACE APPROPRIATE TO A GIVEN WORKLOAD:** *The ability to perform activities within a schedule, maintain regular attendance and be punctual; and the ability to complete a normal workday and/or work week and perform a consistent pace.*

80% of job functions involve adhering to time lines or a specific schedule in order to complete reports, records, or correspondence, and to ensure that materials or messages are delivered timely. Assignments related to school attendance need to be completed daily usually by a specific time, and are updated throughout day to track the actual attendance of students. Students will come to the attendance or administration office often throughout the day with special needs that need to be addressed or referred in a timely or urgent manner. In a similar manner, the Senior Office Assistant, as well all school site personnel must be ready to respond to required emergency drills or Code Red situations. Due to the nature of the school day, and available staff, it is important that the Senior Office Assistant is present at the site, and is able to maintain consistent performance throughout the work day.

4. **ABILITY TO PERFORM COMPLEX AND VARIED TASKS:** *The ability to synthesize, coordinate, and analyze data; and the ability to perform jobs requiring precise attainment of set limits, tolerances and standards.*

60-75% of job tasks involve complex and varied tasks which require the ability to determine the type of absence (excused or not) based on variable or individual criteria, maintain precise records of all student attendances, lists and reports specific to State and District mandated requirements, and the identification of and necessary requirements for students identified for special make up days, Saturday School, etc. The accuracy and effectiveness of the Senior Office Assistant will have direct bearing on requirements placed on the student, and have a direct impact on the school or District's compliance with State and/or District requirements.

5. **ABILITY TO RELATE TO OTHER PEOPLE BEYOND GIVING AND RECEIVING INSTRUCTIONS:** *The ability to get along with coworkers or peers; the ability to perform work activities requiring negotiation with, explaining, or persuading; and the ability to respond appropriately to evaluation or criticism.*

85% of the job functions and responsibilities of the Senior Office Assistant involve effectively relating to a variety of persons including students, parents, and staff members. As a point of contact for the school site, and based on the physical location of the work setting or specific assignment focus, the Senior Office Assistant must be able to foster good relationships and understand the needs or affect of individuals. This will also involve assisting disgruntled or concerned parents, ill or disruptive students, or any individual cultural or linguistic differences that require understanding and the ability to explain rules or policies/procedures to ensure understanding and compliance. The Senior Office Assistant may be the recipient of direct or indirect criticism related to school or District policies, and must be able to respond appropriately.

6. **ABILITY TO INFLUENCE PEOPLE:** *The ability to convince or direct other; the ability to understand the meaning of words and to use them appropriately and effectively; and the ability to interact appropriately with people.*

Approximately 30% of daily job functions involve the ability to convince or direct others. This will involve providing direction to student aids, or to advise and explain to students or parents the purposes of notices or the explanation of benefits of attendance at make-up days/Saturday School, etc. At all times in all interactions, the effective use of words and the manner in which they are used is important. A critical factor to successful job performance is the ability to interact appropriately with all those with whom contact is made, whether in person, on the telephone, or in writing.

7. **ABILITY TO MAKE GENERALIZATIONS, EVALUATIONS, OR DECISIONS WITHOUT IMMEDIATE SUPERVISION:** *The ability to recognize potential hazards and follow appropriate precautions; the ability to understand and remember detailed instructions; the ability to make independent decisions or judgments based on appropriate information; and the ability to set realistic goals or make plans independent of others.*

Up to 80% of job functions require the ability to make generalizations to evaluate information accurately without the immediate supervision of school site administrators, or others. The Senior Office Assistant assigned to daily attendance tracking and the compilation of related data or preparation of reports is responsible to accurately ascertain whether an absence is excused, and is categorized appropriately. This requires understanding and applying criteria and the presented circumstances. Also, due to the necessity to have data entered and to be able to account for students during the school day, the Senior Office Assistant must plan work activities and account for frequent interruptions in order to complete reports/logs in a timely manner, or by specific time frames. Students reporting to the administration/attendance office will present with a variety of issues/circumstances, as will parents or other campus visitors or personnel. The Senior Office Assistant is often the primary point of contact in these matters. The ability to make appropriate decisions as to how or whom should handle the presenting issue must be made often quickly and within established school site or District policies and procedures to avert potential hazards or compliance with health/safety standards.

8. **ABILITY TO ACCEPT AND CARRY OUT RESPONSIBILITY FOR DIRECTION, CONTROL, AND PLANNING:** *The ability to set realistic goals or make plans independently of others; the ability to negotiate with, instruct or supervise people; and the ability to respond appropriately to changes in the work conditions.*

25-30% of job functions involve directing the activities of student aides, or directly monitoring students waiting to see a counselor or administrator or for another purpose. The Senior Office Assistant needs the flexibility to respond to changes in daily routine, changes in schedule, and frequent interruptions which routinely occur.