

YUBA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: CLERICAL ASSISTANT - CALWORKS

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of clerical duties involving typing, filing and maintaining records or reports in support of the CalWORKs program.

REPRESENTATIVE DUTIES:

Schedule CalWORKs appointments and meetings; maintain various schedules and calendars; compile information for appointments as requested; notify CalWORKs students and personnel of meeting dates. (E)

Maintain a variety of logs, records and files related to the CalWORKs office; close files according to established procedures and timelines. (E)

Provide information and assistance to CalWORKs students, the various Department of Social Services Offices and staff regarding program requirements and procedures in an accurate and timely manner. (E)

Type letters, memoranda, reports, schedules, lists, plans, forms or other materials from straight copy, rough draft or notes; distribute, mail and file materials as appropriate. (E)

Operate a variety of office equipment, such as typewriter, calculator, copier and others; operate computer equipment to enter and retrieve data, maintain records and generate reports. (E)

Perform receptionist duties and answer telephones; take and relay messages; greet students and the public and provide routine information; direct inquiries to the appropriate person or office. (E)

Assure the timely duplication and distribution of a variety of records, reports and other materials as related to CalWORKs Office.

Perform related duties as assigned.

KNOWLEDGE OF:

Interpersonal skills using tact, patience and courtesy.

Software applications including spreadsheet, database and word processing.

Modern office practices, procedures and equipment.

Record-keeping techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Telephone techniques and etiquette.

ABILITY TO:

Perform a variety of clerical duties involving typing, filing and maintaining records or reports in support of a special program or District function.

Learn and apply laws, rules, regulations involved in the CalWORKs clerical activities.

Add, subtract, multiply and divide quickly and accurately.

Understand and follow oral and written directions.

Operate a variety of office equipment including computer terminal, calculator, copier and typewriter.

Operate a computer terminal to enter data, maintain records and generate reports.

Learn policies and objective of assigned program and activities.

Meet schedules and time lines.

Maintain records and prepare reports.

Answer telephones and greet the public courteously.

Communicate effectively both orally and in writing.

Work cooperatively with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year of clerical experience.

ENVIRONMENT:

Office environment.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information in person or on the telephone.

Seeing to read a variety of materials.

Dexterity of hands and fingers to operate a computer keyboard.

Sitting or standing for extended periods of time.