

MANUAL Student Employment Career Services	SECTION Student Job Description	PAGE 1 / 2 REVISED 5/24
SUBJECT <b>General Office Assistant</b>	RANK x082	GROUP II

DEFINITION:

Under the limited supervision of a staff or faculty member, students usually perform all or part of the following duties:

CLERICAL/ADMINISTRATIVE:

- a) Assists in supervising and training general office aides.
- b) Coordinates the maintenance of record-keeping and filing systems.
- c) Manages and operates standard office machines such as fax, copier, and other computer equipment proficiently.
- d) Prepares and presents factual reports to a supervisor.
- e) Answers phone calls, transfers phone calls, and answers inquiries.
- f) Screens, sorts, and distributes mail.
- g) Assists in taking inventory and ordering office supplies.
- h) Updates paperwork and maintains documents.

BASIC QUALIFICATIONS:

Two (2) academic years (four semesters) as a General Office Aide or two (2) years of clerical experience.

QUALIFICATIONS FOR STARTING AT STEP:

Three academic years as a General Office Aide or three (3) years of clerical experience.

LEARNING OUTCOMES\*:

- Establish, maintain, and leverage relationships with people who can help one professionally.
- Show an awareness of own strengths and areas for development.
- Understand the importance of and demonstrate verbal, written, and non-verbal/body language abilities.
- Employ active listening, persuasion, and influencing skills.
- Communicate in a clear and organized manner so that others can effectively understand.
- Frame communication with respect to the diversity of learning styles, varied individual communication abilities, and cultural differences.

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- Promptly inform relevant others when needing guidance with assigned tasks.
- Multi-task well in a fast-paced environment.
- Actively contribute to inclusive and equitable practices that influence individual and systemic change.
- Keep an open mind to diverse ideas and new ways of thinking.
- Act equitably with integrity and accountability to self, others, and the organization.
- Prioritize and complete tasks to accomplish organizational goals.
- Consistently meet or exceed goals and expectations.
- Have attention to detail, resulting in few, if any, errors in their work.
- Listen carefully to others, taking time to understand and ask appropriate questions without interrupting.
- Be accountable for individual and team responsibilities and deliverables.
- Collaborate with others to achieve common goals.
- Build strong, positive working relationships with supervisor and team members/coworkers.
- Use technology to improve the efficiency and productivity of their work.
- Serve as a role model to others by approaching tasks with confidence and a positive attitude.
- Seek out and leverage diverse resources and feedback from others to inform direction.
- Inspire, persuade, and motivate self and others under a shared vision.

\*Learning outcome descriptions from the [National Association of Colleges and Employers \(NACE\)](#).