

COLUSA COUNTY OFFICE OF EDUCATION

CATEGORY: CLERICAL
CLASSIFICATION: OFFICE ASSISTANT
JOB TITLE: RESOURCE & REFERRAL ASSISTANT

BASIC FUNCTION:

Under the direction of the Director of Children's Services or designee, performs a variety of routine clerical support and resource services.

REPRESENTATIVE DUTIES:

Answer telephones and take messages or refer calls; greet office visitors and direct to appropriate personnel or departments. **E**

Make referrals for childcare, providing accurate, objective guidance and support. Document all referrals and provide follow-up when necessary. **E**

Maintain contact with providers on a regular basis, and facilitate communication between Children's Services staff and providers. **E**

Assist in preparing for meetings. **E**

Assist in reviewing Child and Adult Care Food Program (CACFP) menus and attendance records. **E**

Attend and participate in provider meetings/trainings, and provide translation both oral and written. **E**

Conduct provider visits to monitor CACFP records. **E**

Prepare and maintain a variety of records, reports and files. **E**

Assist with provider licensing process. **E**

Operate office equipment such as a computer, calculator, fax, copier, laminator, and multi-line telephone. **E**

Duplicate and distribute materials as needed.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures, and equipment

Interpersonal skills using tact, patience and courtesy

Computer hardware and software in order to perform word processing, information retrieval and maintenance of data

Telephone techniques and etiquette

Record-keeping and filing techniques

Correct English usage, grammar, spelling, punctuation and vocabulary

Oral and written communication skills

ABILITY TO:

- Perform a variety of clerical and receptionist duties
- Operate a variety of office equipment to perform assigned duties
- Understand and follow oral and written instructions
- Maintain records and files
- Communicate effectively both orally and in writing
- Meet schedules and time lines
- Type at an accurate rate of speed
- Work cooperatively with others
- Respond to the public with courtesy and tact
- Maintain confidentiality
- Lift and carry objects weighing up to 40 pounds
- Operate a computer to complete reports and maintain data
- Operate a vehicle to conduct work

EDUCATION AND EXPERIENCE:

High school graduate and six (6) General Education units with grade C or better and one year related experience working with diverse families.

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license
- Bilingual Spanish/English required
- Flexible schedule including some evenings and weekends
- Proof of the following immunizations: Measles, Pertussis and Influenza. Staff must submit proof that they have received or declined the Influenza vaccine to the Administrative Program Specialist every year between August 1 and December 1.

WORKING CONDITIONS:

ENVIRONMENT:

- Office
- Constant interruptions

PHYSICAL ABILITIES:

- Dexterity of hands and fingers to operate a computer keyboard and standard office equipment
- Sitting or standing for extended periods of time
- Reaching overhead, above the shoulders and horizontally to store and retrieve files
- Bending at the waist, kneeling and squatting
- Lifting, pushing, pulling and carrying objects weighing up to 40 lbs
- Hearing and speaking to exchange information in person or on the telephone
- Seeing to read written drafts of documents
- Drive a vehicle to conduct work

HAZARDS:

- Potential for contact with blood-borne pathogens and communicable diseases

Employee Group: Classified – Unrepresented

FLSA Status: Non-exempt

Salary Schedule: 220

Approval Date: June 2022