



JOB INFORMATION

Job Code:	111115
Job Title:	Office Assistant II
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Clerical Support
Job Family Group:	Administrative Support
Management Level:	7 Individual Contributor

JOB SUMMARY

Performs varied and specialized support services requiring mastery in general office and organization skills combined with a detailed or specialized knowledge of unit or department operations. Supports an administrator, faculty and/or staff and takes a leadership role in office operations and productivity.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Specialized/technical training	
	X	Associate's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Accomplished general office and organizational skills along with working knowledge of standard software programs and applications.
X		Needs to operate, maintain and demonstrate varied office equipment.
	X	Knowledge and experience in unit or departmental systems and procedures.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Prepares and processes correspondence, reports, course materials and/or other documents that are complex and/or highly specialized. Proofs own work for accuracy and completeness. Ensures critical deadlines are met. May schedule and oversee others involved in similar tasks for critical or high volume projects.				
Assembles and organizes data from different sources for internal reports and special studies. Determines software, format and layout for optimum results.				
Proofreads work of others for spelling, grammar and punctuation. Edits content as requested.				
Uses one or more standard software packages to enter, store, process and retrieve electronic data.				
Calculates, verifies and posts financial information. Prepares and issues bills, statements, receipts, checks and other related documents. Reconciles financial records and researches and resolves discrepancies.				
Establishes, organizes and maintains complicated unit filing systems, logs, statistical data and other records.				
Investigates problems and complaints and resolves those which fall within established policies and procedures.				
Receives visitors and ascertains pertinent information. Answers telephones and provides information or refers calls. Takes and delivers messages. Schedules appointments and maintains calendar(s).				
Monitors inventory and orders unit supplies. Authorizes equipment and supply expenditures within predetermined limits.				
Processes incoming and outgoing mail and packages. Sends and distributes fax messages.				
Trains and assists others in the use of office equipment. Operates and maintains office machines (e.g., replaces ribbons, paper, toner) and may troubleshoot minor problems. Reports malfunctions and/or arranges for maintenance and equipment repair.				
Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.