



ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, provides administrative and secretarial support for assigned management and department staff; composes, types, edits, and proofreads documents; provides support in monitoring department budgets; receives and processes a diverse range of documents and forms; maintains calendars and schedules meetings; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for independently performing administrative and secretarial duties in support of assigned management and department staff. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS

Management reserves the right to make reasonable accommodations so that qualified employees with verified medical conditions can perform the essential functions of the job.

- Provides administrative and secretarial support for assigned management and department staff; organizes and coordinates daily activities of an assigned office to ensure efficient and effective office operations; acts as a liaison between management and other staff or the public, coordinating resolutions to issues or problems which may arise.
- Composes, types, edits, and proofreads a variety of documents, including forms, memos, reports, organization charts, program plans, and correspondence for department staff; checks draft documents for grammar or vocabulary; makes or suggests corrections to drafts.
- Provides information to the public, students, faculty, staff and others on department and District policies and procedures; responds to inquiries, questions and complaints; resolves issues and/or refers to others where necessary.
- Assists in compiling the department budget, by gathering data related to expenditures and projected charges; monitors budget expenditures and revenues; initiates department purchases for office supplies and other items; processes department requisitions and appropriation transfers; and assists in processing contracts.
- Performs purchasing related duties, such as reviewing procurement documents; orders and tracks purchases; reviews vendor and invoice information; assists with bid requests and price quotes, and prepares requisitions for purchase orders; prints and reviews invoices for accuracy; and follows up with vendors.
- Coordinates activities with respect to rentals for District facilities by academic and non-academic organizations or individuals; provides potential clients with information on rental terms, conditions and rates; generates estimates and contracts for management approval; oversees the facilities reservation systems and trains others on its use; collects and files indemnification and insurance forms; oversees

the set up and removal of tables, chairs, audio-visual and other equipment for scheduled events; ensures facilities and equipment are maintained and in optimal working condition.

- Schedules and/or coordinates meetings, seminars, conferences, and training sessions for department staff; acts as meeting secretary including preparing agendas and informational packets, setting up meeting and training rooms, and taking and transcribing minutes.
- Processes and prepares a variety of documents, materials, and records including timekeeping documents, programmatic or departmental hire documents, payroll records, personnel files, and instructor and workshop evaluations; monitors payroll records for programmatic and grant compliance; and reviews attendance reports submitted by faculty.
- Plans and coordinates departmental events, functions, meetings, and employee training sessions.
- Provides assistance to department staff in various research and department-related projects; participates in implementing department or campus-wide policies and procedures.
- Designs and implements file, index, tracking, and record keeping systems; researches records for report generation or compilation.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations and services of the department or functional area to which the position is assigned.
- Business and office administrative practices and procedures.
- District purchasing policies and procedures.
- Methods and techniques of developing a diverse range of documents and forms.
- Methods and techniques of compiling and generating reports.
- Business letter writing and the standard format for reports and correspondence.
- District payroll processes and pay transaction calculations for assigned tasks.
- District policies, procedures and documentation requirements for campus facility rentals by external clients.
- Methods and techniques of generating rental estimates and contracts for management approval.
- Business mathematics.
- Methods and techniques of monitoring budget expenditures.
- Record keeping principles and procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Interpret and apply administrative and departmental policies and procedures.

- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical computations.
- Review and evaluate payroll transactions in assigned task areas.
- Monitor and track budget expenditures.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Maintain confidential files and records.
- Understand and carry out oral and written directions.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, and procedural guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

Equivalent to completion of the twelfth (12th) grade, supplemented by specialized coursework in business administration, or a closely related field.

Experience:

Three (3) years of increasingly responsible administrative and secretarial support experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.