

CLASS SPECIFICATION
Administrative Assistant

FLSA Status: Non-Exempt
EEOC Job Category: Office and Clerical
Union Representation: Represented

GENERAL PURPOSE

Under general supervision, performs difficult office and administrative support duties; types technical documents and reports; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Administrative Assistant is responsible for independently performing a wide variety of difficult, specialized and responsible office and administrative support functions for a department or manager requiring detailed knowledge of District and department rules, policies and procedures. Incumbents use advanced word processing, spreadsheet and graphics skills in the development of technical documents and presentation materials. They may provide general office administrative support services and provide backup to other office clerical and administrative staff. They may provide administrative and secretarial support services for a manager or department staff. Assigned work requires the use of initiative and judgment in selecting appropriate work methods, understanding and applying complicated information requiring a high degree of accuracy and interacting with and handling routine to non-routine questions, complaints and problems based on knowledge gained through experience.

Administrative Assistant is distinguished from Senior Administrative Assistant in that an incumbent in the latter class performs a variety of difficult, responsible, sensitive and confidential office administrative and secretarial support functions for a Dean, Director or manager at that level.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Provides secretarial and administrative support to department or program managers, faculty, counselors or other assigned staff; types and/or drafts reports, correspondence, memoranda, forms, flyers, schedules, logs, lists, certificates, brochures, labels, evaluations, agreements, newsletters, presentations, programs, manuals, handbooks, agendas, surveys, applications and other specialized documents from drafts, notes, dictation, transcriptions or brief oral instructions, using word processing software; proofreads and checks typed and other materials for accuracy, completeness and compliance with District standards, policies and procedures; ensures materials, reports and documents for signature are accurate and complete; distributes or submits pertinent documentation to appropriate sources.

2. Develops, maintains and updates specialized and custom forms, databases, logs, files, schedules, lists, certificates, records and reports to support technical work processes in areas of assigned responsibility; reviews information, identifies discrepancies and either resolves or provides proper notification; designs, develops and maintains spreadsheets requiring data interpretation and manipulation; researches, reviews, tracks and compiles data for specialized reports and records and ensures data accuracy.
3. Organizes, maintains and updates confidential subject, project and specialized technical files, documents and records; maintains student/program participant files and records for specific programs; creates, maintains and updates filing systems; oversees retention of department records and files; purges records in compliance with District records retention schedules.
4. Sets up calendars for and/or schedules management or staff appointments, as assigned; schedules and coordinates meetings, conferences and appointments for department or project managers, counselors, students, program participants or other assigned staff; makes and confirms travel arrangements and reservations; completes request forms, authorizations and reimbursements; verifies availability of funds for travel expenses; prepares itineraries and schedules.
5. Provides detailed, technical information regarding District, department and program policies and procedures according to established procedures to students, instructors, other District departments and staff, vendors, program participants and/or the public; answers, screens and directs telephone calls and takes messages; greets and directs visitors; handles and initiates e-mail correspondence; responds to questions and complaints from students, program participants, instructors, other District staff and the public and/or refers to the appropriate staff member.
6. Accesses, maintains, monitors and updates departmental budget/s and financial records; tracks expenditures; reconciles budgets to expenses; identifies discrepancies and verifies corrections as appropriate; prepares expense and appropriation transfers for approval; maintains and monitors program and grant budgets and records and ensures compliance with related contracts; researches and compiles data for budget preparation, review and year-end.
7. Maintains, monitors inventory of, orders and distributes department supplies and equipment; obtains price quotes and selects products; enters requisitions, tracks purchase orders, obtain signatures and submits to accounting; receives and maintains inventory of supplies and equipment; checks deliveries and distributes items to staff; follows up on payment, shipment and delivery of purchased items; receives, reviews and processes invoices.
8. Performs clerical and administrative duties in support of department operations; photocopies documents and requests duplication services; opens, screens and distributes mail and correspondence; ensures maintenance and repairs of assigned work areas, facilities or equipment; completes work orders for facility maintenance and repairs, contacts vendors for equipment service; follows-up to satisfactory completion; performs preventive maintenance and provides troubleshooting assistance on standard office equipment to department staff.
9. Performs calculations and maintains, reviews and submits departmental personnel and payroll records; maintains, reconciles, enters and submits assigned management, staff and/or student worker

attendance, leave and comp time; completes, compiles and forwards a variety of employment documents to Human Resources.

10. Makes arrangements for a variety of meetings, conferences, special events, job fairs and/or receptions as required; assembles, prepares and distributes related materials; prepares meeting agendas and takes, transcribes and distributes meeting minutes; notifies and confirms participant attendance; schedules, reserves and sets up event/meeting locations and equipment; arranges for refreshments or catering.
11. May provide academic or program-related specialized administrative support in one or more of the following: provides review and proofreading support in schedule development and maintenance for department; assists in completion and verification of load sheet data; identifies and provides recommendations to rectify room/scheduling conflicts; completes schedule change forms and submits for signature; prints and generates tests or exams, answer keys and forms and assembles related packets; identifies and schedules rooms for testing; arranges for substitute instructors; tracks enrollment numbers; processes program or department student applications, assembles and distributes staff evaluation packets; generates and participates in updating roll books.
12. May coordinate, organize and maintain usage of stadium and/or other designated District facilities by District or outside groups; determines types and availability of space and equipment needed; coordinates and ensure proper issuance of facility permits and obtains necessary insurance and other documentation related to permit process; coordinates invoice and collections processes.
13. When assigned in the Children's Development Center, registers students for classes or parents and children for District child development courses; coordinates food service lunch delivery at assigned child development site; organizes, oversees and coordinates children's arrivals and departures at assigned child development sites, including verifying identification to ensure children's safety and security; collects, documents receipt of, posts, accounts for and processes tuition payments or other monies gathered for District's Child Development Centers; prepares and processes Child Development Center subsidized payment billings for designated agencies/programs.

OTHER DUTIES

1. Provides backup for other department office administrative support staff as needed.
2. May be responsible for updating content for assigned websites, including gathering new and revised content, developing and inserting graphics and coordinating site maintenance with the Web Coordinator.
3. May provide administrative and clerical support to assigned committees.
4. Attends a variety of meetings, training sessions, conferences, committees, workshops and seminars.
5. May coordinate campus tours for designated groups; gathers information from requestors and schedules tours to meet requestor needs; organizes tours, prepares related materials and maintains files and records; identifies and secures tour guides or conducts tours; collects and accounts for and ensures deposit of tour payments.
6. May train, schedule and provide work direction to student workers.

7. May order and distribute scholarship checks and reconcile student accounts related to scholarship monies.
8. May maintain logbook for District/department vehicle and conduct vehicle orientation for new drivers.
9. May serve as emergency team leader.

QUALIFICATIONS

Knowledge of:

1. Office administrative and management practices and procedures.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
3. District organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
4. Advanced uses of word processing, spreadsheet, database and other standard software to create complex documents and materials requiring the interpretation and manipulation of data.
5. Basic research techniques, methods and procedures applicable to areas of assigned responsibility.
6. District administrative policies and procedures applicable to processing budget, fiscal and purchasing documents and maintenance of public records.

Ability to:

1. Operate a computer, word processing and spreadsheet software and other standard office equipment.
2. Type accurately at a net speed of 50 wpm.
3. Organize, set priorities, take initiative and exercise sound independent judgment within areas of responsibility.
4. Interpret, apply, explain and reach sound decisions in accordance with regulations, policies and procedures.
5. Organize, research and maintain complete and extensive office files.
6. Compose correspondence and prepare documents from brief instructions.
7. Communicate clearly and effectively, both orally and in writing.
8. Understand and follow written and oral instructions.
9. Prepare clear, accurate and concise records and reports.
10. Maintain highly sensitive and confidential information.

11. Use a high degree of tact, diplomacy and discretion in dealing with sensitive situations and concerned individuals.
12. Establish and maintain highly effective working relationships with District management, faculty, administrators, staff, vendors, external agencies, students, program participants, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and four years of increasingly responsible administrative support or secretarial experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and difficult office administrative problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with District management, faculty, administrators, staff, vendors, external agencies, students, program participants, the public and others encountered in the course of work, some of whom may be angry and upset.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.