CLASS SPECIFICATION
Administrative Support Specialist

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

GENERAL PURPOSE
Under general supervision, performs a variety of difficult, responsible, sensitive and confidential office administrative and secretarial support functions for an Executive or Administrator level management team member, and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Administrative Support Specialist is responsible for providing a wide array of complex, diverse and confidential secretarial, administrative and support services to an Executive or Administrator level management team member. Incumbents operate in an environment characterized by involvement in broad District-wide issues and interaction with top management and Board members on complex and sensitive matters.

Administrative Support Specialist is distinguished from Senior Administrative Assistant in that incumbents in the former class perform a variety of difficult, sensitive and confidential support services for an Executive or Administrator level management team member, requiring a higher degree of independent judgment and a thorough knowledge of District functions, policies, procedures, and web services.

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 an Executive or Administrator level management team member; using word processing and other applicable software, drafts and types materials, memoranda, correspondence, reports, agendas, presentations, budgets, forms and other documents often of a highly sensitive and confidential nature; 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 and obtains necessary signatures; obtains and compiles information, which often may be non-routine and confidential; completes, tracks and submits time-sensitive materials to ensure compliance with District policies and procedures, as well as legal requirements; receives, documents and processes a variety of requests.

2. Maintains the division’s website. Uploads documents onto the website and ensures the accuracy of website information.

3. Maintains the electronic versions of all Board Policies and Administrative Regulations. When revisions are necessary, prepares them in tracking status form and follows them through the process for approval.

4. Maintains the division/department’s and/or Executive’s/Administrator’s calendar; coordinates, schedules, arranges and confirms meetings; screens requests for appointments; makes and confirms
conference and travel arrangements, including hotel and flight reservations; prepares, reviews and submits conference, travel, advance and reimbursement requests for approval. Reviews and reconciles credit card expenses with conference requests and other details.

5. Receives and screens visitors, telephone calls, e-mails and correspondence, providing information and handling issues that may require sensitivity and the use of sound independent judgment; collects, prioritizes, summarizes and responds to Executives’ voicemail and e-mail messages; conducts research, responds to requests for information, questions and complaints from administrators, faculty, staff, students, stakeholders, media, community groups, auditors and the public; provides information on division/department programs and policies; refers certain issues to appropriate staff or takes or recommends action to resolve the issue; reviews, determines the priority of and routes assigned incoming and outgoing correspondence.

6. Acts as Executive/Administrator staff liaison; communicates, coordinates and follows-up with various divisions, departments, outside agencies or others to implement plans and actions pertinent to department/division responsibilities in compliance with District policies, procedures and standards; organizes and oversees related activities.

7. Researches, accesses, assembles and reviews information from a variety of sources for the preparation of records, correspondence, detailed lists and reports; designs, creates, organizes and maintains specialized and other office files; establishes and maintains confidential, subject and tickler files.

8. Plans, organizes, coordinates and makes arrangements for a variety of meetings, workshops, conferences and special events; secures event locations and arranges setup and catering/refreshments; attends events, greets guests and serves as department representative.

9. Coordinates the delivery of and provides office and administrative support functions; tracks, records, reviews, audits, monitors and updates assigned personnel, payroll, timekeeping and absence forms and records; explains policies and procedures to staff; reviews forms for accuracy, identifies discrepancies and unsubstantiated information and requests clarifications and corrections as appropriate; inputs designated employees; time worked, overtime and absences; maintains confidential personnel files and information; prepares and monitors assigned staff or student worker schedules; interviews, selects, supervises and trains student workers; provides guidance to other division/department office support and clerical staff; conducts clerical staff meetings; assists and participates in the development and update of division/department policies and procedures.

10. Researches and compiles data for and provides support and assistance in preparation and review of the division/department’s annual budget and year-end closing; reviews division/department or other assigned programs’ expenses and monitors assigned budget balances; prepares expense or appropriation transfers.

11. Maintains designated work areas and equipment and orders and monitors inventory of division/department supplies, equipment, books, media, periodicals and educational materials; prepares and codes requisitions; tracks purchase orders; receives and inspects shipments for accuracy and quality; resolves discrepancies with vendors; processes vendor invoices; ensures work orders and vendor service calls are completed in response to work area/standard office equipment problems; maintains related records; coordinates and processes omni/key requests and issuing and lost key replacement.

12. May provide primary, specialized administrative support to District committees and multiple planning committees, or in other meetings; prepares, compiles, copies and distributes related agendas, memos, handouts, flyers, letters and reminders; tracks attendance; serves as administrative secretary for
designated committees; takes, transcribes, distributes and archives minutes; compiles data and drafts summary reports.

13. May perform specialized activities related to division/department’s core functions and responsibilities, including one or more of the following; coordinates, organizes, supervises and monitors operations of campus-wide employee/department mail services; schedules, coordinates, prepares, approves and monitors permits for use of campus facilities by outside groups; organizes, assist in implementing and provides varied administrative support to student honors or donor recognition awards and programs; coordinates the opening of new bank accounts with Executives and bank representatives; maintains District check-signing machine.

14. Maintains specialized databases and posts information to websites.

OTHER DUTIES
1. Attends a variety of meetings, training sessions, conferences, committees, workshops and seminars.
2. Conducts special projects as assigned.

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, rules, policies, procedures and operating practices related to areas of responsibility.

4. Terminology, work processes and local, state and federal requirements applicable to areas of assigned responsibility.

5. Basic functions of public educational institutions, including the role of an elected Board and appointed committees.


7. Fundamental accounting and internal control practices and procedures.

8. Advanced uses of word processing, graphics, spreadsheet, database, web services, and other software to create documents and materials requiring the interpretation and manipulation of data.

9. Basic principles and practices of public administration, including budgeting, purchasing and maintenance of public records.

Ability to:
1. Operate a computer, word processing, spreadsheet, presentation, and web services software and other standard office equipment.

2. Manage multiple and rapidly changing priorities to meet the needs and expectations of management.

3. Type accurately at a net speed of 60 wpm.

4. Organize, set priorities, take initiative and exercise sound independent judgment within areas of responsibility.

5. Interpret, apply, explain and reach sound decisions in accordance with regulations, policies and procedures.

6. Organize, research and maintain complete and extensive office files.

7. Compose correspondence, prepare documents and make arrangement from brief instructions.

8. Communicate clearly and effectively, both orally and in writing.

9. Understand and follow written and oral instructions.

10. Prepare clear, accurate and concise records and reports.

11. Maintain highly sensitive and confidential information.

12. Use a high degree of tact, diplomacy and discretion in dealing with sensitive and confidential situations and concerned individuals.

13. Establish and maintain highly effective working relationships with District executives, management, faculty, administrators, staff, Board and committee members, students, 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; an Associate’s degree; and five years of increasingly responsible office administrative or secretarial experience; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirement:**

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, Board and committee members, students, parents, the public and others encountered in the course of work.

**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.