

**CLASS SPECIFICATION**  
**Administrative Support Manager- ERD**

FLSA Status: Nonexempt  
EEOC Job Category: Officials & Administrators  
Union Representation: Unrepresented

**GENERAL PURPOSE**

Under the direction of the Vice President, Executive Director, or his/her designee, provide office coordination and supervision of daily operations, staff and services related to Economic & Resource Development; including special projects/grant program; conduct specialized studies and projects; provide information and interpret program policies and procedures for staff and the public; relieve the administrators of routine administrative duties and provide administrative support and manage services for the site; performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

The Administrative Support Manager provides office coordination and supervision of daily operations and services in Economic & Resource Development or assigned special projects/grant program. Authority to make commitments and take responsibility for such decisions as well as delegation of the more standard administrative duties, characterize this level of administrative support staff. This class requires a substantial amount of tact, independence, judgment, problem solving and initiative. Incumbents in the Administrative Support Manager class perform duties and responsibility very similar to the Executive Assistant except with less emphasis on secretarial duties and more involved with staff supervision and office management. The duties and responsibilities are somewhat similar to that of an Executive Assistant to the Vice President, encompassing difficult, complex, and confidential secretarial and administrative functions and support of projects and operations of a program/department area.

**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. Plans, organizes, controls, and manages the work of assigned staff; participates in establishing operational plans and initiatives to meet division goals and objectives; implements division/department plans, work programs, processes, procedures and policies required to achieve overall division/department performance results; coordinates and integrates functions and responsibilities to achieve optimal efficiency and effectiveness.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the District's classified human resources policies and procedures and labor contract provisions.

3. Provides leadership and works with staff to develop and maintain a high performance, customer service-oriented work environment that supports achieving the District's mission, strategic goals and core values.
4. Perform or advise on the more responsible clerical and technical work. Plan, organize and supervise assigned employees' tasks for maximum effectiveness and productivity; provide technical direction and guidance; assign work to facilitate the continuous work flow of the department; ensure adequate coverage and timely work flow; ensure adequate office staffing adjusting for absences; screen interview and recommend the hiring of prospective students and student interns.
5. Perform a wide variety of difficult and complex administrative and operational duties requiring careful coordination and administration, while relieving the administrator of routine administrative details. Discuss and review calendar and special events daily with administrator to assure timely and appropriate coordination of office activities. Arrange travel and reservations for staff members for meetings, events, and conferences.
6. Serve as liaison between the site administrators, management, other staff, and the general public, business and industry and other outside sources to resolve problems. Schedule and coordinate meetings and events, convey information, schedule installation, maintenance and repair of equipment, and handle site matters related to facilitating the function of a professional office environment for program operation.
7. Promote and maintain effective communication, positive working relationships and good public relations with all levels of contacts. Exercise considerable judgment in the answering of inquiries and directing people to proper person or department for resolution of issues.
8. Provide administrative support in special projects; perform special studies and coordinate special projects as requested; prepare special reports and other materials as directed. Conduct research and compile data and other information.
9. Operate microcomputer and computer software including word processing, spreadsheet, and database programs to prepare a variety of correspondence, memoranda, reports and other materials.
10. Establish and maintain complex, interrelated filing systems; maintain payroll and records for staff; maintain special confidential correspondence, personnel and administrative files. Coordinate and facilitate matters related to Human Resource for the division/department as directed.
11. Screen telephone calls and visitors; screen, greet and direct visitors, faculty and staff, provide information and/or refer to appropriate staff member; resolve complaints and sensitive issues with staff and the public; makes and maintains room reservations; maintains and updates an event calendar to ensure no conflicts in scheduled use of rooms.
12. Acts in the absence of the Vice President or Executive Director, ERD to facilitate operational matters; conducts office staff meetings as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Office administrative and management practices and procedures.
2. District organization, operations, policies and objectives.
3. Office and project management.
4. Advance uses of word processing, graphics, spreadsheet, database and other software to create documents and materials requiring the interpretation and manipulation of data.
5. Record keeping techniques
6. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
7. Principles and practices of administration, supervision, customer service, and training.
8. District classified human resources policies and procedures and labor contract provisions.

### **Ability to:**

1. Analyze situations accurately and adopt an effective course of action.
2. Apply specific rules, policies, and procedures of the specific office or program to which assigned.
3. Communicate effectively both orally and in writing.
4. Coordinate room reservations and special events.
5. Deal with constant interruptions.
6. Establish and maintain effective working relationships with others.
7. Use a high degree of tact, diplomacy and discretion in dealing with sensitive and confidential situations and information, and problem resolution on behalf of division/department.
8. Interpret and apply laws, rules, policies and procedures relating to the work of the department.
9. Prepare and maintain complex records and interrelated files.
10. Meets schedules and time lines.
11. Operate a microcomputer and business related software involving word processing, spreadsheets, databases, imaging, and desktop publishing.
12. Operate a variety of standard office equipment.
13. Plan, organize and supervise work.
14. Train, supervise, evaluate, and provide work direction and guidance to others.
15. Understand and follow oral and written directions.

16. Work confidentially with discretion.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with an Associate degree in business, public administration, office management or related field and five years of increasingly responsible administrative and office management experience including at least two years in an educational setting with a minimum of one year lead and/or supervisory experience; or an equivalent combination of training and experience. Bachelor's degree preferred.

**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, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk 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 class, incumbents are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math/mathematical skills; perform highly detailed work under changing, intensive deadlines on multiple, concurrent tasks; work with constant interruptions, and interact with District management, faculty, administrators, staff, representatives of external agencies 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.

The employee works under typical office conditions, and the noise level is usually quiet.