CLASS TITLE: ADMINISTRATIVE ASSISTANT

BASIC FUNCTION:

Under the general supervision of an assigned supervisor, perform a wide variety of administrative support and clerical duties to relieve an administrator of a variety of administrative details.

DISTINGUISHING CHARACTERISTICS:

An Administrative Assistant is the journey-level classification of the Administrative Assistant series. Incumbents assigned to this classification perform administrative and secretarial support duties of less complexity and of a more routine nature than those performed by a Senior Administrative Assistant. Work is completed under general supervision and requires less judgment and independence. Senior Administrative Assistant is the advanced journey-level classification within the Administrative Assistant series. Senior Administrative Assistants perform administrative and secretarial support duties of moderate complexity requiring significant independence and discretion with regard to performing the associated functions. This includes responsibility for analyzing and synthesizing information to resolve complex problems, develop and improve procedures, and prepare reports that present and interpret data.

REPRESENTATIVE DUTIES:

Serve as liaison between assigned office and the general public, staff, and outside groups and agencies; provide general and specialized information and assistance that requires the use of judgment, tact, and sensitivity and the interpretation of policies, rules, and procedures as appropriate; refer callers and/or complaints to appropriate staff for assistance as needed and/or takes or recommends actions to resolve the complaint. E

Coordinate committee and staff meetings; take, transcribe, and distribute meeting minutes; prepare and assemble agenda materials. E

Collect and compile statistical and financial data and other information for inclusion into special and periodic reports; prepare routine administrative reports. E

Compose a variety of documents and forms including reports, correspondence, memoranda, meeting agendas, legal documents, and other specialized materials from rough draft, dictation, modified standard formats, and brief verbal instructions. E

Develop and revise charts, graphs, flowcharts, worksheets, booklets, reports, informational materials, and forms using word processing software; post documents and information as appropriate. E

Manage the calendar of an administrator; keep the administrator informed of appointments, priorities, and deadlines through multiple channels and in a timely and efficient manner. E

Established March 2012
Design and produce newsletters, brochures, technical handouts, and other specialized documents using desktop publishing software and other computer applications.  

Proofread, verify, and review a variety of materials and reports for accuracy, and completeness; ensure materials are accurate and complete.

Coordinate travel arrangements; type itineraries, request travel advances, compile expense reports, and process conference reimbursement and other requests.

Receive, open, and distribute correspondence and email; identify and refer matters as appropriate.

Assist in assembling and preparing the annual department budget and contracts; monitor expenditures against budget; prepare purchase requisitions and requests for payment.

Monitor inventories of supplies and materials; prepare purchase requisitions and requests for payment.

Maintain calendar of activities, meetings, and various events for assigned staff; coordinate activities and meetings with multiple departments, the public, and outside agencies.

Monitor and update the district website to ensure data and information presented is up-to-date and easy to comprehend.

Establish and maintain complex, interrelated filing systems; maintain payroll and personnel records for staff.

Provide training, work direction, and guidance to others as assigned.

Perform related duties as assigned.

*E = Essential duties*

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Organization, policies and rules of assigned campus or administrative office  
District organization, operations, policies and objectives  
Office procedures, methods, and equipment including computers  
Basic computer applications such as word processing and spreadsheet software  
Records management principles and procedures including record keeping and filing principles and practices  
Methods and techniques of proper phone etiquette  
Mathematical principles  
Basic principles of business letter writing and report preparation  
Fundamentals of English grammar, spelling, and composition  
Principles and practices of business communication  
Laws, policies, rules, regulations, and procedures related to the major functions of the District  
Customer service and public relations methods and techniques
ABILITY TO:

Interpret and apply general administrative and departmental policies and procedures
Apply applicable federal, state, and local laws, codes, and regulations
Operate office equipment including computers and supporting word processing, spreadsheet, and publishing applications
Learn and apply new information and skills
Type, keyboard, and/or enter data at a speed necessary for successful job performance
Establish and maintain a variety of files and records
Compose correspondence and memoranda
Accurately count, record, and balance assigned transactions
Make arithmetic calculations quickly and accurately
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person
Plan and organize work to meet changing priorities and deadlines
Understand and carry out oral and written directions
Communicate clearly and concisely, both orally and in writing
Establish and maintain effective working relationships with those contacted in the course of work
Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports
Exercise initiative and independence of judgment and action
Prepare reports by gathering and organizing data from a variety of sources
Analyze situations accurately and adopt effective courses of action
Provide training and guidance to assigned staff
Take and transcribe dictation at a speed necessary for successful job performance

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

Education: An associate degree, preferably with coursework in office technologies, business communication, or English.

Experience: Three years of clerical or administrative support experience.

WORKING CONDITIONS:

ENVIRONMENT:

College or District Office environment
Constant interruptions
**PHYSICAL ABILITIES:**

- Dexterity of hands and fingers to take and transcribe dictation and to operate a computer keyboard and other office equipment
- Sitting for extended periods of time
- Hearing and speaking to exchange information on the telephone or in person
- Seeing to read and review documents
- Reaching to retrieve and file records