VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SENIOR ADMINISTRATIVE ASSISTANT

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a wide variety of complex administrative and secretarial support duties requiring considerable independence and discretion to relieve an administrator of a variety of administrative details.

DISTINGUISHING CHARACTERISTICS:

Senior Administrative Assistant is the advanced journey-level classification within the Administrative Assistant series. Incumbents assigned to this classification 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. In contrast, an Administrative Assistant is the journey-level classification of the series in which incumbents perform administrative and secretarial support duties of less complexity and of a more routine nature than those performed by a Senior Administrative Assistant.

REPRESENTATIVE DUTIES:

Gather and synthesize a variety of statistical and financial data; prepare routine and non-routine administrative reports that require the analysis and interpretation of data; develop, format, and revise technical and statistical charts, graphs, and flowcharts in order to present information. 

Create, organize, update, and maintain computer-based tracking systems such as databases and statistical spreadsheets used to track, maintain, and present data.

Plan and organize work activities; recommend improvements to work flow, procedures, and the use of equipment and forms; implement improvements as approved; develop, revise, and maintain standardized and master documents.

Coordinate and oversee complex and large special events; monitor event budgets and timelines.

Arrange and coordinate meetings for boards, commissions, and outside agencies; prepare and distribute agenda packets and correspondence; attend meetings and take, transcribe, and ensure proper distribution of minutes and verbatim transcripts.

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; independently resolve complaints; explain programs, policies, and activities related to specific program area of assignment.

Established March 2012
MANAGE THE CALENDAR OF AN ADMINISTRATOR WITH AN EXCEPTIONAL LEVEL OF DETAIL WHILE ANTICIPATING NEEDS AND PREFERENCES OF THE ASSIGNED ADMINISTRATOR; KEEP THE ADMINISTRATOR INFORMED OF APPOINTMENTS, PRIORITIES, AND DEADLINES THROUGH MULTIPLE CHANNELS AND IN A TIMELY AND EFFICIENT MANNER. 

PROOFREAD, VERIFY, AND REVIEW A VARIETY OF MATERIAL AND REPORTS FOR ACCURACY, COMPLETENESS, AND CONFORMANCE WITH ESTABLISHED STANDARDS, REGULATIONS, POLICIES, AND PROCEDURES; ENSURE MATERIALS ARE ACCURATE AND COMPLETE.

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.

DESIGN AND PRODUCE NEWSLETTERS, BROCHURES, TECHNICAL HANDOUTS, AND OTHER SPECIALIZED DOCUMENTS USING DESKTOP PUBLISHING SOFTWARE AND OTHER COMPUTER APPLICATIONS.

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 IN ORDER OF PRIORITY; INDEPENDENTLY RESOLVE ISSUES OF A LESS COMPLEX NATURE.

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.

MANTAIN 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.

PROVIDE TRAINING, WORK DIRECTION, AND GUIDANCE TO OTHERS AS ASSIGNED.

PERFORM RELATED DUTIES AS ASSIGNED.

E = ESSENTIAL DUTIES

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

DISTRICT ORGANIZATION, OPERATIONS, POLICIES, AND OBJECTIVES
OFFICE PROCEDURES, METHODS, AND EQUIPMENT
WORD PROCESSING, DATABASE, PUBLISHING, AND SPREADSHEET SOFTWARE
PRINCIPLES AND PROCEDURES OF RECORDS MANAGEMENT
METHODS AND TECHNIQUES OF PROPER PHONE ETIQUETTE
MATHEMATICAL PRINCIPLES
SENior ADMINISTRATIVE ASSISTANT (continued)

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
Rules and procedures governing the notice and conduct of public meetings
Principles and practices of customer service and public relations
Principles and practices of budget preparation and administration
Principles and practices of fiscal, statistical, and administrative research and report preparation
Basic data collection and survey methodology

ABILITY TO:

Interpret and apply general administrative and departmental policies and procedures
Interpret apply applicable federal, state, and local laws, codes, and regulations
Operate office equipment including computers and supporting word processing, spreadsheet, publishing and database 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
Independently prepare correspondence and memoranda from brief instructions
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, organizing, interpreting, and synthesizing data from a variety of sources
Analyze, evaluate, and interpret information and data
Analyze situations accurately and adopt effective courses of action
Take and transcribe dictation at a speed necessary for successful job performance
Provide training and guidance to assigned staff

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

Education:
A bachelor’s degree from a recognized college or university

Experience:
Two years of 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