

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

ADMINISTRATIVE ASSISTANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, perform a variety of general administrative, secretarial, and difficult and complex clerical duties in support of assigned program area; provide support and assistance to assigned supervisory, academic, and classified staff; serve as a liaison between the assigned area and/or assigned supervisor and other staff, the general public, students, faculty, and other campus and community officials; and provide a wide variety of reference and resource information related to assigned function or program area.

The Administrative Assistant is the journey-level classification in the administrative support/secretarial series. Incumbents are assigned to perform a wide range of administrative support, secretarial, and clerical duties independently for a program area or to provide secondary support to a large/complex administrative, academic services, or student services program area. Incumbents at this level typically receive instruction or assistance only as new or unusual situations arise, and have familiarity with the operating procedures and policies of the work unit upon completion of the probationary period.

The Administrative Assistant is distinguished from the College Clerk by the direct secretarial support the Administrative Assistant provides to a program area including providing general administrative and secretarial support to professional or management staff. It is further distinguished from the Senior Administrative Assistant classification in that the Senior Administrative Assistant class is responsible for providing support to senior management staff with responsibility for a large/complex administrative, academic services, or student services program area. The Senior Administrative Assistant classification typically reports to and is the primary position supporting a Dean or Director level administrator or provides advanced journey-level secretarial support to executive, administrative, or management staff.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform responsible secretarial and administrative support duties for assigned supervisor and program area; relieve assigned supervisor and other assigned staff of a variety of clerical, technical, and administrative details; provide assistance in organizing functions and activities that involve assigned area; as necessary and appropriate, serve as liaison between assigned supervisory staff or program area and administrators, other District personnel, and the general public.
2. Perform administrative support duties to assist the supervisor in meeting reporting requirements, functional responsibilities, and research objectives; coordinate the office work of the supervisor and/or program area; develop schedules related to office/department activities and services; review, update, and inform assigned supervisor and other staff in assigned area of essential timelines; coordinate the flow of activities through the office in relation to priorities and schedules; assure the timely completion of work in accordance with established policies, procedures, and standards.

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3. Utilize electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments; schedule usage of department facilities; coordinate and arrange meetings; coordinate activities with other divisions and departments.
4. Serve as liaison and facilitate communications between assigned supervisor, other administrators, students, academic and classified staff, other offices, educational institutions, public agencies, and the general public; interact and relay information, questions, and decisions regarding supervisor's area of assignment; refer callers to other departments or individuals as necessary; prepare preliminary responses to routine correspondence for assigned supervisor's approval.
5. Prepare Board agenda items and supporting documents as necessary for assigned area; assure assigned supervisor receives timely notification of Board requests for information or action.
6. Perform a variety of clerical accounting duties and responsibilities for assigned area; assist supervisor in budget administration; track budget activity; post, monitor, and track invoices and other expenditures; process budget/expense transfers; prepare purchase requisitions.
7. Order office supplies and materials as directed; assure their timely receipt and storage; assure proper functioning of office equipment.
8. Participate in payroll processing functions for assigned area including to prepare payroll forms and maintain records for timesheets and various authorizations.
9. Provide staff support to standing and ad hoc committees and other groups as assigned; attend meetings and take notes or records proceedings; prepare and distribute agendas, background materials, and minutes as appropriate.
10. Answer telephones and respond to routine questions and requests for information from administrative, management, academic, and/or classified staff, students, and the general public; communicate information in person or by telephone where judgment, knowledge, and interpretation of policies and procedures are necessary.
11. Train and provide work direction to assigned student workers and other hourly workers as assigned.
12. Establish and maintain complex, interrelated filing systems; collect, compile, and record narrative, statistical, and financial data and other information; track and verify eligibility for special programs such as athletics; research and verify information as requested.
13. Type, format, proofread, duplicate, and distribute a wide variety of correspondence, reports, notices, schedules, lists, forms, and other materials according to established procedures, policies, and standards; type from rough draft, verbal instructions, or transcribing machine recordings; compose routine correspondence related to area of assignment; prepare preliminary responses to routine letters and general correspondence.
14. Receive mail and identify and refer matters to the supervisor in order of priority.
15. Utilizing thorough knowledge of various computer applications and software packages, enter, update, correct, and extract information; maintain and generate reports from a database or network system.
16. Maintain current working knowledge of applicable hardware and software applications.
17. Perform related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Operational characteristics, services, and activities of the functions, programs, and operations of the assigned office.
2. Work organization and basic office management principles and practices.
3. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
4. Basic principles, practices, and procedures of fiscal, statistical, and administrative record keeping.
5. Principles, practices, and procedures of business letter writing.
6. Principles and practices used to establish and maintain files and information retrieval systems.
7. Basic research methods and techniques.
8. Basic mathematical concepts.
9. Principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
10. Interpersonal skills using tact, patience, and courtesy.
11. English usage, grammar, spelling, punctuation, and vocabulary.
12. Oral and written communication skills.

Ability to:

1. Learn and understand the organization and operation of the assigned office and/or department as necessary to assume assigned responsibilities.
2. Learn, understand, interpret, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.
3. Perform a range of administrative, secretarial, and clerical duties involving the use of independent judgment.
4. Independently compose and prepare routine correspondence and memoranda.
5. Prepare a variety of clear and concise administrative and financial records.
6. Effectively present information in person or on the telephone to students, staff, or the public.
7. Type or enter data at a speed necessary for successful job performance.
8. Take and transcribe dictation, if required by the position, at a speed necessary for successful job performance.
9. Implement and maintain filing systems.
10. Train and provide work direction to others.
11. Establish, review, and revise office work priorities.
12. Plan and organize work to meet schedules and changing deadlines.
13. Use correct English, grammar, spelling, punctuation, and vocabulary.
14. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
15. Adapt to changing technologies and learn functionality of new equipment and systems.
16. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
17. Work effectively with minimal supervision.
18. Communicate clearly and concisely, both orally and in writing.
19. Establish and maintain effective working relationships with those contacted in the course of work.

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20. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - Any combination of the following would provide a typical way to obtain the required knowledge and abilities.

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training in secretarial science, office automation, or a related field.

Experience:

Two years of increasingly responsible clerical and secretarial experience involving a high level of public contact, use of computer and office applications, and providing secretarial support to a program area and/or management staff.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Revised by Board of Trustees on March 20, 2018

Effective: March 20, 2018

Job Family: Clerical – Secretarial – Fiscal