

# **CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT**

## **ADMINISTRATIVE SERVICES TECHNICIAN**

*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 direction, performs a variety of highly complex tasks that require accuracy and compliance with federal and state laws as well as college and District policies; serves as liaison and facilitates communication between assigned college and District office; maintains full command of all operating policies affecting college, Board policies, collective bargaining agreements, and numerous college-wide rules and procedures in order to be able to detect errors in advance that otherwise would cause serious fiscal, personal and public relations consequences; and coordinates assigned functions with those of other divisions and outside agencies and organizations.

### **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. Serve as liaison and facilitate communication between assigned college and District office; interact by relaying messages, answering questions, clarifying information, responding to requests, resolving problems, explaining District and college policies and procedures; ensure that District policies are being met within assigned college.
2. Perform a variety of personnel functions for assigned college; serve as first contact point person for campus related personnel questions and provide assistance regarding personnel and staffing issues; conduct orientations of newly hired classified staff; track staffing changes and update the college's organizational chart as needed; track the evaluation process of classified employees; assist in the employment department audit; review staffing workstations for ergonomic compliance; coordinate appointments for the federal government drug testing of employees.
3. Troubleshoot, identify, and resolve problems related to issues with hiring, payroll, and employee pay budgetary processes; make recommendations to District and College management staff of ways to avoid future problems.
4. Coordinate, review, proofread, and troubleshoot assigned computer systems with other departments; ensure that all policies are being met and that all parties are being protected; resolve issues and reduce errors by maintaining a cohesive process and expediting corrective measures; review and verify reports and records; inform and educate staff regarding upgrades and/or changes with the system.
5. Prepare, update, and distribute narrative, statistical, and financial data, recommendations, and alternatives as requested; complete applicable reports; verify and review forms and reports for completeness and conformance with established regulations and procedures; prepare summary reports as necessary.
6. Audit a variety of reports as assigned; extract information from computer systems as needed; analyze and research data to resolve problems and avoid errors; prepare journal entries and coordinate with District to avoid future problems and errors.

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7. Coordinate the committee hiring process with District Human Resources and campus staff; assist in updating in-house procedures; train, advise, and assist hiring committees to ensure District policies and state laws are being met; greet and test candidates as necessary; collect and review paperwork for completeness; participate on hiring committees as assigned.
8. Oversee assigned campus Student Insurance Program; establish in-house procedures for filing claims; work directly with outside insurance agency in order to handle and resolve claim issues; maintain confidential files; develop, design, and oversee the reporting process for off campus incidents; coordinate the process with other agencies.
9. Develop and update a variety of processes; provide information toward the development of new procedures and forms; present information as necessary; oversee assigned processes and train staff as needed.
10. Review database and computer programming requirements for new software; represent the college on District computer software review and planning committees; identify potential problems that impact college operations and provide feedback to committees.
11. 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 college.
2. Operating policies affecting college, board policies, collective bargaining agreements, and numerous college-wide rules and procedures.
3. Work organization and office management principles and practices.
4. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
5. Basic processes, procedures, and practices of budget preparation and administration.
6. Principles, practices, and procedures of business letter writing.
7. Principles and practices used to establish and maintain files and information retrieval systems.
8. Principles, practices, and procedures of complex fiscal, statistical, and administrative research and report preparation.
9. Mathematical concepts.
10. Principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
11. Interpersonal skills using tact, patience, and courtesy.
12. Principles and practices of providing training, lead direction, and guidance to lower-level office staff and student workers.
13. English usage, grammar, spelling, punctuation, and vocabulary.
14. Oral and written communication skills.
15. Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the State Education Code and other legal requirements related to area of assignment.

**Ability to:**

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1. Understand the organization and operation of the District and assigned college as necessary to assume assigned responsibilities.
2. Understand, interpret, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.
3. Perform responsible and difficult administrative duties involving the use of independent judgment and personal initiative.
4. Establish, review, and revise work priorities.
5. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
6. Use sound judgment in recognizing scope of authority.
7. Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
8. Respond to requests and inquiries from students, staff, or the public; effectively present information in person, by e-mail, or on the telephone to students, staff, or the public.
9. Research, compile, analyze, and interpret diverse data.
10. Independently compose and prepare correspondence and memoranda.
11. Prepare a variety of clear and concise administrative and financial reports.
12. Effectively present information in person or on the telephone to students, staff, or the public.
13. Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations.
14. Type or enter data at a speed necessary for successful job performance.
15. Take and transcribe dictation, if required by the position, at a speed necessary for successful job performance.
16. Implement and maintain complex and varied files and records.
17. Select, train, evaluate and provide work direction to others. .
18. Establish, review, and revise office work priorities.
19. Plan and organize work to meet schedules and changing deadlines.
20. Make routine arithmetic calculations.
21. Participate in the preparation and administration of assigned budgets.
22. Use correct English, grammar, spelling, punctuation, and vocabulary.
23. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications at an advanced level.
24. Adapt to changing technologies and learn functionality of new equipment and systems.
25. Meet tight deadlines and work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
26. Work independently and effectively in the absence of supervision.
27. Communicate clearly and concisely, both orally and in writing.
28. Establish and maintain effective working relationships with those contacted in the course of work.
29. 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 two years of college level course work or specialized training in business, secretarial science, office automation, or a related field.

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**Experience:**

Four years of increasingly responsible secretarial and administrative support experience involving a high level of public contact, use of computer and office applications, and providing administrative support to management staff, preferably in an administrative office in an educational environment.

**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

Job Family: Clerical – Secretarial - Fiscal