

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

SENIOR ADMINISTRATIVE ASSISTANT - CONFIDENTIAL

*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, perform the full range of advanced level administrative, secretarial, and clerical duties of a complex nature in support of assigned program area in a large administrative, academic services, or student services department; provide support and assistance to assigned administrator, faculty, and staff; serve as a liaison between the department administrator and faculty, the general public, students, staff, and other campus and community officials; and plan, coordinate, and implement on-going operations and activities of the assigned office.

The Senior Administrative Assistant - Confidential is the advanced journey-level classification in the confidential administrative support/secretarial series. Incumbents are assigned to perform the full range of administrative support and complex secretarial and clerical duties independently for a large/complex administrative, academic services, or student services program area. Duties involve a wide variety of diverse and complex sensitive/confidential tasks that require a substantial amount of tact, judgment, and initiative. Incumbents at this level typically receive instruction or assistance only as new or unusual situations arise, and must be fully aware of the operating procedures and policies of the work unit. The Senior Administrative Assistant - Confidential classification typically reports to and is the primary position supporting an administrator at the level of Dean, Director, or higher or provides advanced journey-level secretarial support to executive, administrative, or management staff.

This is a confidential class designated by the Board of Trustees of the Chabot-Las Positas Community College District under authorization of Chapter 10.7, Section 3540.1 of the Government Code. Incumbents perform duties that involve gathering or reviewing information or data concerning employee grievances or discipline matters, or data relating to or containing information about employer bargaining positions, negotiation strategies, or proposals.

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. Participate in the administration of the office to which assigned; provide responsible and complex secretarial and administrative support for assigned area including to perform duties of a sensitive/confidential nature; relieve the administrator of a wide variety of clerical, technical, and administrative detail; assist in organizing functions and activities promoted by the District, College, or program area; serve as a liaison between the administrator and staff, the general public, and other District personnel.
2. Plan and organize administrative office support functions; assist assigned administrator in meeting reporting requirements, functional responsibilities, and research objectives; coordinate, oversee, and evaluate the flow of office work and assure that work is performed in a timely and accurate manner; review, update, and inform the administrator and other supervisory or administrative support staff of essential timelines; discuss and review calendar of events on a regular basis with assigned administrator to assure timely coordination of office activities and status of assigned projects; develop schedules related to department activities and services.
3. Utilize electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments; coordinate and arrange meetings; coordinate activities with other divisions and departments; make travel arrangements for department supervisor; process conference reimbursement and other requests.
4. Research, compile, and analyze a variety of information as necessary for assigned administrator; prepare summary information and recommendations or alternatives as appropriate.

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5. Prepare 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.
6. Coordinate and oversee specialized functions or projects independently as assigned including special event planning and implementation; assure that work is performed in a timely and accurate manner; use independent judgment to develop and provide recommendations, suggestions, or information as appropriate.
7. Interact with District administrators, divisions, departments, faculty, staff, and students in all matters related to the area of assignment; interpret and apply policies and procedures and process sensitive complaints and requests for information; prepare preliminary responses for assigned administrator's signature.
8. Serve as liaison and facilitate communications between assigned administrator and the College President, Vice Presidents, administrative staff, academic and classified staff, students, representatives of community agencies, and the general public; interact by relaying messages, answering questions, clarifying information, responding to requests, resolving problems, explaining District, College, Department, or program area policies and procedures, or referring callers to the administrator or others as necessary.
9. Ensure that Board agenda items and supporting documents are developed, prepared, and forwarded within District timelines and legal requirements and guidelines; assure the administrator receives timely notification of Board requests for information or action; assure that the Board receives information and notification of action taken as requested.
10. Assist supervisor in the preparation and administration of program budget(s); assist in preparing cost estimates for budget recommendations; assist in submitting justifications for budget items; allocate funds to proper budget codes; monitor and track expenditures in a timely manner; provide regular budget reports to administrator for control of expenditures; assist in resolving budget issues and problems; process budget/expense transfers; recommend budget revisions.
11. Recommend expenditures for office equipment, materials, and supplies and assure their timely ordering, receipt, and storage; assure proper functioning of office equipment.
12. Process information related to hiring/payroll processes for assigned area; complete forms, monitor signature process, and track approvals for hiring personnel; process payroll forms for assigned staff within established timelines.
13. Provide staff support to standing and ad hoc committees and other groups as assigned; attend meetings and take notes or record proceedings; prepare and distribute agendas, background materials, and minutes as appropriate.
14. Answer telephones and respond to sensitive questions, complaints, and requests for information from administrative, management, academic, and/or classified staff, students, and the general public; communicate information in person, by e-mail or telephone, or written correspondence where judgment, knowledge, and interpretation of policies and procedures are necessary.
15. Assign, schedule, train, and provide lead direction to lower-level office staff and student workers as assigned; prioritize work assignments; review and validate completed work for accuracy.
16. Establish and maintain a variety of complex, interrelated filing systems including confidential files; establish and maintain files for information, records, and reports including those related to budget and cost records; maintain manuals and updated resource materials.
17. 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; independently compose a variety of routine and non-routine correspondence; prepare preliminary responses to letters, general correspondence, and personal inquiries of a sensitive nature for administrator's approval.
18. Receive mail and identify and refer matters to the administrator in order of priority.

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19. Utilizing advanced knowledge of various computer applications and software packages; enter, update, correct, and extract information; maintain and generate reports from a database or network system.
20. Maintain advanced level knowledge and skills of applicable hardware and software applications.
21. 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 department and/or division.
2. Work organization and 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 processes, procedures, and practices of budget preparation and administration.
5. Principles, practices, and procedures of business letter writing.
6. Principles and practices used to establish and maintain confidential files and information retrieval systems.
7. Principles, practices, and procedures of complex fiscal, statistical, and administrative research and report preparation including confidential record keeping and filing.
8. 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. Principles and practices of providing training, lead direction, and guidance to lower-level office staff and student workers.
12. English usage, grammar, spelling, punctuation, and vocabulary.
13. Oral and written communication skills.
14. 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:

1. Understand the organization and operation of the District and assigned division and department 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 and secretarial duties involving the use of independent judgment and personal initiative.
4. Work confidentially with discretion; maintain confidentiality of work performed.
5. Exercise tact, judgment, diplomacy, initiative, and discretion in handling matters of a difficult and sensitive nature.
6. Oversee and participate in administrative functions and operations of the assigned office.
7. Establish, review, and revise office work priorities.
8. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
9. Use sound judgment in recognizing scope of authority.
10. Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
11. 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.
12. Research, compile, analyze, and interpret diverse data.

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13. Independently compose and prepare correspondence and memoranda.
14. Prepare a variety of clear and concise administrative and financial reports.
15. Effectively present information in person or on the telephone to students, staff, or the public.
16. Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations.
17. Type or enter data at a speed necessary for successful job performance.
18. Take and transcribe dictation, if required by the position, at a speed necessary for successful job performance.
19. Implement and maintain complex and varied files and records.
20. Select, train, and provide work direction to student temporary workers.
21. Establish, review, and revise office work priorities.
22. Plan and organize work to meet schedules and changing deadlines.
23. Participate in the preparation and administration of assigned budgets.
24. Use correct English, grammar, spelling, punctuation, and vocabulary.
25. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications at an advanced level.
26. Adapt to changing technologies and learn functionality of new equipment and systems.
27. Meet tight deadlines and work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
28. Work independently and effectively in the absence of supervision.
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.
30. Communicate clearly and concisely, both orally and in writing.
31. Establish and maintain effective working relationships with those contacted in the course of work.

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.

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 June 21, 2016

Effective: June 22, 2016

Job Family: Confidential