**Position:** Administrative Assistant I

**Department/Site:** Area’s Office

**Position Number:**

**FLSA:** Non-Exempt – (Classified CSEA)

**Reports to:** Director, dean, or other administrator in assigned area

**Salary Range:** 17

**DESCRIPTION:**
Under direct supervision of a director or other administrator, perform a variety of responsible administrative support activities related to an operational department or program. Perform a wide range of office support activities including reception, filing, typing, and maintaining records; exercise good judgment and tact; provide information on procedures, standards, and requirements where applicable; establish and maintain good public relations with staff, students, and the community at large.

**DISTINGUISHING CHARACTERISTICS:**
Administrative Assistant I is the entry-level position in this administrative support series of positions. Incumbents in this classification are expected to be able to do reception and clerical duties such as answering phones, directing calls, receiving guests, typing, and filing; to keep an office running smoothly, and to carry out office support tasks as requested. They may report to a director or supervisor.

**REPRESENTATIVE DUTIES:**

- Performs a wide variety of administrative support and operational activities to assist in the day-to-day operation of the assigned department or program.

- Maintains a working knowledge of the assigned department staff, programs, and operations; communicates basic information regarding courses and programs, policies, and procedures to students, faculty, staff, and the community.

- Prepares letters, memoranda, and other documents from clean copy; checks and reviews forms and materials for completeness, accuracy, and conformity with established regulations, procedures, and directions.

- Sorts and distributes incoming and outgoing U.S. and inter-office mail.

- Operates a variety of office equipment including computers, calculators, and photocopy and fax machines.
- Operates a multi-line telecommunications system; answers, screens, and directs calls to the appropriate department or individual; takes messages and relays pertinent information using electronic mail, voicemail, or in-person communication.

- Maintains a calendar of events, due dates, and schedules as they relate to the department or program.

- Maintains inventory of supplies and requisitions supplies.

- Maintains files and/or matters in progress; audits for accuracy.

- Compiles and assembles various types of data relating to the business of the departments; using computer equipment and the appropriate software programs, enters data into various spreadsheets, databases, or programs as required; creates reports; monitors and maintains financial records, including program budgets.

- Considers situations carefully and adopts an effective course of action to resolve various problems within the scope of authority using diplomacy, tact, friendliness, and poise. Refers unresolved issues immediately.

- Recommends changes to existing clerical procedures and recommends or develops new procedures, if appropriate.

- Assists in gathering and processing faculty and staff absence reports and timesheets with accuracy; processes and tracks leave reporting.

- Trains and provides work direction to others as assigned.

**Other Functions:**

Participates on committees as assigned.

Performs other related duties as assigned.

**EDUCATION AND EXPERIENCE:**

Graduation from high school and one year of secretarial and clerical experience, or the equivalent.

**KNOWLEDGE:**

**KNOWLEDGE OF:**

- general office methods and practices including filing systems;
- receptionist and telephone techniques;
- letter and report writing;
- a variety of word processing, spreadsheet and/or database programs as needed to fulfill the requirements of the job;
• mathematical computations;
• public and human relations techniques.

ABILITIES:

ABILITY TO:

• type at 45 words net per minute from clear copy;
• understand and independently carry out both oral and written instructions;
• prioritize tasks and do several tasks in quick sequence;
• learn and successfully apply office policies and procedures, rules and regulations;
• use good judgment;
• communicate effectively in both oral and written form;
• use appropriate and correct English spelling, grammar, and punctuation;
• perform arithmetical calculations with speed and accuracy;
• efficiently and accurately use a variety of word processing, spreadsheet and/or database programs as needed to fulfill the requirements of the job;
• establish and maintain effective working relationships with those contacted in the performance of required duties;
• demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

PHYSICAL EFFORT/WORK ENVIRONMENT:

Office environment; constant interruptions; dexterity of hands and fingers to operate a computer keyboard; sitting for extended periods of time; bending at the waist, kneeling or reaching to retrieve and file records.