Position: Administrative Assistant II

Position Number:

Department/Site: Area’s Office

FLSA: Non-Exempt – ( Classified CSEA)

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

Salary Range: 20

DESCRIPTION:

Under general supervision, plan, coordinate, and participate in a variety of complex and responsible administrative support activities related to the responsibilities of a department or program. Perform complex and varied administrative support duties such as typing, filing, creating reports, creating and maintaining records relating to budgets, personnel, and assignments; exercise sound judgment in the application and follow-through of departmental decisions; provide detailed information on college policies, procedures, standards, and requirements; establish and maintain good public relations with staff, students, and the community at large.

DISTINGUISHING CHARACTERISTICS:

Administrative Assistant II is the intermediate level classification among this administrative support series. Receiving general supervision, the AAlI usually reports to a director or dean, relieving them of a variety of clerical and routine administrative functions, and is distinguished from Administrative Assistant I by the increased level of independence and initiative expected, the increased knowledge of the programs or departments required, and the complexity of problem-solving needed. The incumbents in this classification provide highly competent clerical and administrative support to assigned administrators and departmental staff, including other administrative assistant staff, and perform some assignments independently. The incumbent also may perform any of the duties contained in lower levels of this classification.

REPRESENTATIVE DUTIES:

- Performs complex office assistance and administrative detail work for assigned supervisor and area, including typing, filing, creating reports and other documents, making travel arrangements, and creating and maintaining accurate records relating to budgets, personnel, and assignments.

- Processes administrative details not requiring the immediate attention of the supervisor, which may include, but is not limited to: organizing and maintaining calendars, arranging and scheduling meetings and meeting support; opening and routing mail; and ensuring that program and departments are fully staffed to provide a high level of service.

- Maintains a thorough working knowledge of the assigned department or program, and provides accurate and responsible information regarding the department’s policies and procedures for instructors, classified and management staff, students, and the community.
• Considers and analyzes situations carefully and correctly and adopts an effective course of action; uses diplomacy, tact, friendliness, and poise.

• Composes, prepares, and distributes a variety of both paper and electronic documents including email, contracts, letters, meeting minutes, on-line forms, statistical reports, resolutions, manuals, final reports, and purchase requisitions.

• Prepares bulk mailings for flyers, brochures, and other materials for projects in assigned area, observing District procedures for the approval processes (e.g., supervisor approval and approval from the district’s public information officer when needed).

• Builds and maintains budget spreadsheet and database programs as necessary.

• Sets up and maintains files on projects of assigned area; coordinates and monitors special projects, assignments, and activities, which may include, but are not limited to: timesheet and absence reports, announcements, workload assignments, leaves, and curriculum issues.

• Checks reports, records, and other materials for accuracy, completeness, and conformity with established standards.

• Coordinates preparation of in-service training, workshops, training seminars, and other meetings as needed in assigned area.

• Creates and maintains accurate databases and/or spreadsheets of information required by department, which may include, but are not limited to: tracking time cards and time reports, student matters and activities, grant funds and time and effort reports, and instructional programs.

• Trains and provides work direction to others as assigned.

Other Functions:

Serves on committees as assigned, both as a participating member and as an assigned administrative support person who schedules and arranges all details of meetings, and takes, transcribes, and posts minutes of meetings.

Performs other related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: one year of college education and three years of increasingly responsible secretarial and clerical experience.

KNOWLEDGE:

KNOWLEDGE OF:

• general functions of a complex educational institution;

• current office methods and practices including filing systems, business telephone skills, letter and report writing;

• a variety of computer software programs including word processing and spreadsheet applications;
• mathematical computations;
• office management techniques and procedures; and
• public and human relations skills.

ABILITIES

ABILITY TO:
• type at 55 words net per minute from clear copy;
• understand and independently carry out oral and written instructions;
• prioritize tasks and do several tasks in quick sequence;
• accurately and efficiently use a variety of word processing, spreadsheet and/or database programs to create and produce letters, reports, spreadsheets and other documents as needed to fulfill the requirements of the job;
• learn and successfully use new software programs as required to fulfill the requirements of the job;
• apply office policies, procedures, rules, and regulations;
• use good judgment in recognizing the scope of authority as delegated;
• analyze situations and make decisions on procedural matters without immediate supervision;
• meet schedules and timelines;
• maintain confidentiality of the office;
• communicate effectively in both oral and written form;
• use appropriate and correct English spelling, grammar, and punctuation;
• perform arithmetical calculations with speed and accuracy;
• operate efficiently a variety of office equipment;
• establish and maintain effective work 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.