



JOB TITLE: ADMINISTRATIVE ASSISTANT II

Classification: Classified
Salary Range: 31

Retirement Type: PERS*
Revised/Board Approved: March 15, 2021

BASIC FUNCTION:

Under the direction of an assigned Administrator, perform a variety of complex and responsible secretarial, administrative assistance and research activities to relieve the administrator of administrative detail in a major, complex, program or function.

The Administrative Assistant I provides secretarial and administrative support to a Director of a College program or service. The Administrative Assistant II reports to a senior level administrator at the level of a Dean or Director of a major, complex, program or service of broader scope and accountability.

REPRESENTATIVE DUTIES:

Organize and manage day-to-day activities of an assigned office to assure efficient and effective office operations; coordinate communications; relieve the administrator of detailed administrative procedures.

Perform a variety of duties independently in support of functions delegated to assigned administrator; interpret and apply rules and regulations as appropriate.

Type a variety of materials such as correspondence, agendas, minutes, reports, forms, applications, memoranda and other documents.

Coordinate communication between the administrator and staff, students, faculty, vendors, the public and others, obtain and provide information, coordinate activities and resolve problems.

Coordinate communication with vendors, contractors and public and private representatives in arranging programs, supporting contracts, and maintaining community liaisons as assigned.

Utilize judgment in screening and maintaining the confidentiality of concerns or complaints presented by students, faculty, staff, applicants, vendors or the general public.

Greet office visitors and answer telephone calls, screen and direct calls and visitors to appropriate personnel; take and relay messages; schedule conference calls.

Respond to requests for information from students, staff and the general public regarding District programs, policies, procedures and regulations.

Organize, develop and maintain a variety of records, logs, files and departmental reports, including information of a confidential nature; verify data for accuracy, completeness and compliance with established procedures; input and retrieve data in computer systems as required; maintain confidentiality of information.

Research District policies or divisional or departmental practices and compile data for use by administrator or staff, compile information and prepare reports.

Schedule meetings, conferences, appointments and travel accommodations for assigned administrators, faculty or staff, maintain administrator's calendar.

Participate as a member of a selection panel, quality council or special committee, as assigned by the position.

Receive, open and route mail; screen and respond to administrator's mail as appropriate.

Order, issue and maintain department supplies, forms and equipment.

Operate a variety of office equipment including personal computer terminals, peripheral devices, related word processing and database or spreadsheet software programs; operate multiplex telephone system, electronic mail system, typewriter, calculator, facsimile equipment and copier.

Maintaining and verifying current budget information; monitor expenditures and assist in budget preparation as required.

Train, provide work direction and monitor progress of student workers and clerical personnel as assigned.

Perform related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Any combination equivalent to: graduation from high school, including or supplemented by courses in secretarial science and four years of increasingly responsible secretarial experience.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Organization and objectives of assigned department or program.

Modern office practices, procedures and equipment.

Financial and statistical record-keeping techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Oral and written communication skills.

Applicable sections of State Education Code and other applicable laws.

Interpersonal skills using tact, patience and courtesy.

Computer hardware and word processing and database or spreadsheet software application programs.

Telephone techniques and public relations etiquette.

Abilities/Skills:

Perform secretarial and administrative duties with speed and accuracy and maintain confidential records.

Interpret, apply and explain rules, regulations, policies and procedures of assigned office.

Make arithmetic computations quickly and accurately.

Take dictation using technological equipment or shorthand at 95 wpm and transcribe accurately as assigned.

Work independently with little direction.

Establish and maintain cooperative and effective working relationships with others.

Plan and organize work.

Meet schedules and time lines.

Assemble data and prepare reports.

Analyze situations accurately and adopt an effective course of action.

Communicate effectively both orally and in writing.

Operate a variety of office equipment including computer terminal, printer, multiplex telephone system, typewriter, calculator, facsimile equipment and photocopier.

Maintain a variety of files, records and logs.

Participate upon various committees, depending upon position assignment.

Train and provide work direction to others.

WORKING CONDITIONS:

Office environment.

Dexterity of hands and fingers to operate a keyboard.

Hearing and speaking to exchange information in person and on the telephone.

Sitting for extended periods of time.

Read a variety of materials.

Extensive computer work.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.