

ADMINISTRATIVE ASSISTANT II

SALARY GRADE: [C1-46](#)

DEFINITION:

Under the direction of an assigned supervisor, perform a variety of administrative and program support activities. Develop and analyze data; perform complete segments of an assigned program or function; perform research and special projects for assigned area; implement and oversee program or task elements related to assigned function; assist managers with a broad range of reports, schedule and activities.

DISTINGUISHING CHARACTERISTICS:

The Administrative Assistant II performs a variety of activities involved in functional reporting, scheduling, special projects and a broad range of administrative tasks. The Administrative Assistant I performs one or more of the general clerical and administrative services essential to the operation of the program and/or department. The Senior Administrative Assistant performs more complex analysis and reporting typically with College-wide or District-wide reports.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Perform a variety of complex administrative and program support activities as directed by an assigned manager.
2. Prepare and monitor reports based on special projects; research and analyze topics related to assigned program; develop and analyze data.
3. Organize and direct an assigned part of a program or activity on an on-going basis; lead others as necessary to accomplish program or functional objectives.
4. Serve as a resource to others for data, research, special projects, schedules and other information pertaining to the assigned area.
5. Operate a computer utilizing standard and functional-related software and a variety of office equipment.
6. Operate one or more aspects of a program reporting periodically to an assigned administrator to resolve issues, provide reports, and assure program objectives and policies are properly implemented; train others as assigned; coordinate daily operations.
7. Maintain records regarding assigned activities; coordinate schedules, integrate activities with other parties-at-interest and schedule facilities; maintain confidential records.
8. Assist students, parents and others regarding eligibility forms; provide information to the public; interact with broad constituencies to coordinate, facilitate and communicate assigned activities.
9. Participate in and oversee financial records; monitor budgets.
10. Design and write promotional materials, correspondence, reports and other documentation.
11. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Organization, rules, regulations and programs related to an assigned office or function.
2. Applicable sections of State Education Code and other applicable laws.
3. District organization, operations, policies and objectives.
4. Operation of a computer terminal and data entry techniques.
5. Financial and statistical record-keeping techniques.
6. Basic budget monitoring and control.
7. Modern office practices, procedures and equipment.
8. Telephone techniques and etiquette.
9. Correct English usage, grammar, spelling, punctuation and vocabulary.
10. Interpersonal skills using tact, patience and courtesy.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Perform a variety of administrative and program support activities.
3. Develop and analyze data.
4. Perform complete segments of an assigned program or function.
5. Perform research and special projects for assigned area.
6. Implement and oversee program or task elements related to assigned function.
7. Assist managers with a broad range of reports, schedule and activities.
8. Analyze situations accurately and adopt an effective course of action.
9. Compose independently or from oral instructions letters, memos, or other materials.
10. Read, interpret, apply and explain rules, regulations, policies and procedures.
11. Maintain records and prepare reports.
12. Communicate effectively both orally and in writing.
13. Meet schedules and time lines.
14. Add, subtract, multiply and divide quickly and accurately.
15. Establish and maintain cooperative and effective working relationships with others.
16. Work confidentially with discretion.

Education and Experience

Any combination equivalent to:

1. Associate's degree in a related field.
2. Three (3) year of related work experience.

LICENSES AND OTHER REQUIREMENTS:

Some positions in this class may be required to speak, read and write in designated second language.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone as well as making presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.

3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling objects up to 30 lbs.

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