



ADMINISTRATIVE ASSISTANT I

DEFINITION

Under general supervision, performs a variety of office support, customer service, and/or program support duties; performs word processing, data entry, and typing; prepares correspondence using standard formats; interacts frequently with students, staff, faculty, and the general public and explains program, department, and/or division policies and procedures, provides other District information, and/or directs questions and inquiries to the appropriate staff; assists students and other customers with program eligibility questions and the completion of required forms and applications; schedules appointments on behalf of program, department, and division staff; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the first experienced-level class in the Administrative Assistant series. Initially under more direct supervision, incumbents with general office support experience perform work such as customer service at the front counter and over the phone and email; providing assistance to students, faculty, staff, and the general public with program requirements, policies, procedures, and eligibility questions; document preparation and completion; file and records maintenance; scanning; data entry; and screening phone calls and visitors, responding to emails, processing mail, and directing questions to the appropriate staff. As experience is gained, assignments become more varied and are performed with greater independence until employees are fully trained in all procedures related to the assigned area(s) of responsibility, working with independent judgment within clearly defined work procedures and standards. This class is distinguished from Administrative Assistant II in that the latter performs a broader range and more complex office support and administrative duties, typically including routine financial and/or budgetary responsibilities and/or a specialized function related to the area of assignment, program, department, or division.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Serves as first point of contact for students, parents, staff, faculty, and the general public for assigned program, department, or division by answering a variety of questions and responding to complaints; providing information regarding classes and campus facilities and directions and general program, college, and District information; explaining program requirements, policies, procedures, and eligibility questions according to established guidelines or by referring the customer to other programs, departments, off-campus services, agencies, and community groups, as appropriate.
- Performs a variety of customer services duties, such as registering, dropping, and/or adding students to programs and/or services; ordering program, instructional, class, or testing materials; assembling informational packets; distributing applications, forms, tests, evaluations, and other documents as

requested and assists students and other customers in completing such documents; and scheduling appointments with other staff.

- Performs a variety of administrative duties to support the operations of assigned program, department, or division including maintaining websites; opening and securing offices, coordinating travel arrangements; processing reimbursements and invoices; attending meetings and taking minutes; and assisting in ordering and maintaining office and other related supplies.
- Types and edits a variety of documents, including correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and statistical reports.
- Processes and prepares a variety of reports according to established procedures and practices; inputs and retrieves data from various program, department, division, and/or District-wide software applications and database systems.
- Receives payments, donations, and fees from the public; issues receipts as appropriate according to established procedures; completes reports and allocates receivables to appropriate accounts; may prepare deposits.
- Verifies and reviews forms and reports for completeness and conformance with established policies and procedures; applies policies and procedures in determining completeness of applications, records, and files.
- Receives, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Assists in planning and organizing program, department, and/or division-related events, workshops, informational seminars, presentations, and related activities.
- Maintains accurate and detailed files and records, verifies accuracy of information, researches discrepancies, and records information.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Record keeping and filing systems and methods.
- Basic business arithmetic and bookkeeping.
- Methods of preparing and processing various records, reports, forms, and other documents specific to assigned program, department, or division.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- 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.

- Perform administrative support work accurately and within established deadlines.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Gather and compile program/department/division-specific information from a variety of sources.
- Prepare, review, and present correspondence and communications in a clear and concise manner.
- Maintain accurate databases, records, and files.
- Maintain confidentiality as required.
- Compose correspondence and reports independently or from brief instructions.
- Perform arithmetic computations accurately.
- Organize work, meet critical deadlines, and follow-up on assignments.
- Effectively use and keep current with computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade and one (1) year of increasingly responsible and varied administrative and office support experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-43

FLSA: Non-Exempt

EEO Code: H-40

Board Approved: April 2021