



ADMINISTRATIVE ASSISTANT II

DEFINITION

Under general supervision, performs a variety of complex office administrative support, customer service, and/or program support duties requiring knowledge of the assigned program/department/division and services, policies, procedures, and operational details; composes and prepares correspondence using independent judgment in content and style; 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; implements and oversees program or task elements related to assigned function; assists in administering assigned program/department/division budget; 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 journey-level class in the Administrative Assistant series. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from Senior Administrative Assistant in that the latter performs more technical, specialized, and complex tasks requiring additional training and/or experience and an in-depth knowledge of division/department services, policies, and procedures such as performing a wider variety of assignments related to the research, analysis, and administration of budgets and coordinating the workflow of the entire office, including providing direction to other office support staff.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Provides administrative support to assigned dean, director, or management staff by coordinating multiple calendars, scheduling meetings, making travel arrangements, and handling sensitive and/or confidential materials; assists with special research and projects; acts as a liaison between the dean, director, and management staff with other staff or the public, coordinating resolutions to issues, problems, and complaints as appropriate.
- Performs a variety of program, department, or division support, such as collecting and reporting student data to local, state, and federal agencies; reviewing a wide variety of program, department, and division data, records, and information to ensure compliance with policies, procedures, and state and federal regulations; and entering and maintaining department schedule in appropriate database.
- Organizes and directs an assigned part of a program or activity on an on-going basis; leads others as necessary to accomplish program or functional objectives.
- Coordinates program, department, or division budget administration processes; researches and works with management to resolve budget questions and inconsistencies; monitors and tracks expenditures and revenues; creates and processes contracts, agreements, and requisitions; processes

invoices and prepares chargeback documentation; verifies budget and account codes; develops budget reports as needed.

- Assists in preparation and maintenance of the Division curriculum and class schedule.
- Serves as 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; 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.
- Designs, creates, and edits a variety of documents, including confidential documents, such as correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and statistical reports.
- Researches and analyzes data; 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; prepares bank deposits; allocates receivables to appropriate accounts and ensures proper coding; and completes reports.
- 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.
- Serves as staff support to assigned committees, including compiling agenda items and supporting documentation, communicating directly with committee members, and maintaining detailed tracking of governance processes and actions.
- Plans, schedules, and organizes program, department, and/or division-related events, workshops, informational seminars, presentations, and related activities including developing and monitoring budgets; processing independent contractor agreements and purchase requisitions; and ensuring compliance with established timeline and budget.
- Organizes and maintains accurate and detailed databases, files, and records, verifies accuracy of information, researches discrepancies, and records information.
- Receives, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Performs a variety of office support and customer service duties such as registering, dropping, and/or adding students to programs and/or services; maintaining websites; opening and securing offices; scheduling meetings with other staff; coordinating travel arrangements; processing, compiling, and maintaining timesheets, personnel, and confidential documents; tracking staff and faculty leaves; processing reimbursements; attending meetings and taking minutes; and ordering and maintaining office and other related supplies.
- May provide direction, training, orientation, and guidance to assigned staff; plan, schedule, prioritize, and assign work; and review and control quality of work.
- Learns and applies emerging technologies related to the area(s) of assignment.
- 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.
- Principles and practices of data collection and report preparation.
- Basic business arithmetic and bookkeeping.
- Business letter writing and the standard format for reports and correspondence.
- 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 and program support work accurately, within established deadlines, and with use of independent judgment.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- 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 reports and other correspondence and communications in a clear and concise manner.
- Maintain accurate databases, records, and files.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Compose correspondence and reports independently or from brief instructions.
- Perform arithmetic, financial, and statistical computations accurately.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- 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 three (3) years 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: C1-48

FLSA: Non-Exempt

EEO Code: H-50

Board Approved: April 2021