



ADMINISTRATIVE ASSISTANT, SENIOR

DEFINITION

Under direction, performs a variety of advanced administrative support duties of considerable complexity requiring a significant level of knowledge of assigned department/division, College/District policies and procedures, and local, state, and federal regulations; provides administrative support to assigned Dean, Director, faculty, and staff, including coordinating multiple calendars, schedules, making travel arrangements, and handling sensitive materials; coordinates development, input, and maintenance of class schedules; composes and prepares complex correspondence, reports, and other documents using considerable judgment in content and style; provides information to students, staff, faculty, a variety of other public and regulatory agencies, community groups, the business community, and the general public; administers complex budgets; coordinates workflow of the office; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned managerial staff. Exercises no supervision of staff. May provide technical and functional direction and training to assigned staff.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the Administrative Assistant series. Incumbents at this level are capable of performing advanced and complex administrative support duties requiring the use of considerable discretion and independent judgment in performing assigned work and have responsibility for ensuring the efficient and effective functioning of assigned program or operational area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class is distinguished from the Executive Assistant classification series in that the latter acts in a higher-level capacity and provides highly responsible and complex professional assistance to a Vice President or Vice Chancellor.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Provides advanced and complex administrative support to assigned dean, director, or management staff; 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.
- Oversees workflow of the office by continuously monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with management; directs the implementation of improvements.
- Analyzes, plans, and coordinates activities related to an assigned program or activity, including conducting studies and projects by selecting, adapting, and applying appropriate analytical, research, and statistical techniques; evaluating alternatives, making preliminary and final recommendations, and assisting with the implementation of procedural, policy, administrative, and/or operational changes after approval; prepares comprehensive technical records and reports.

- Coordinates program, department, or division budget administration processes; gathers and analyzes data related to revenues, expenditures, and projections; researches and works with management to resolve budget questions and reconcile 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.
- Coordinates development and maintenance of class schedules by working with the Dean and faculty, inputting data, resolving scheduling and room assignment conflicts, calculating and ensuring accurate allocation of faculty load and assignment, and ensuring timely completion of the schedule in accordance with established policies, procedures, and regulations.
- 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 correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and statistical 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 College/District 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 department, division, and/or District-wide 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.
- Performs a variety of administrative office support duties such as collecting and reporting student data to local, state, and federal agencies; reviewing a wide variety of student and program data, records, applications, and information to ensure compliance with policies, procedures, and state and federal regulations; coordinating travel arrangements; processing and maintaining timesheets and confidential personnel documents; tracking staff and faculty leaves; and processing reimbursements.
- 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 areas of assignment.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office management practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Organizational practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures within assigned areas of responsibility.

- Principles and techniques of conducting analytical studies, evaluating alternatives, making sound recommendations, and preparing and presenting effective and technical reports.
- 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 statistics, business arithmetic, and bookkeeping.
- Business letter writing and the standard format for reports and correspondence.
- 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 advanced and complex administrative and program support work accurately, within established deadlines, and with use of independent judgment.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Coordinate and oversee assigned administrative, budgeting, and fiscal reporting activities.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- 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.
- 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 supplemented by college-level coursework and five (5) years of increasingly responsible and varied administrative 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: C1-52

FLSA: Non-Exempt

EEO Code: H-30

Board Approved: April 2021