



## Administrative Assistant II

Classified Range: 37

Board Approved: 11/18/21 P. 1|5

### **SUMMARY DESCRIPTION**

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Performs the full range of administrative and secretarial, duties of a complex nature in support of assigned administrative, academic, or student services departments.

### **DISTINGUISHING CHARACTERISTICS**

The Administrative Assistant II classification is distinguished from the Administrative Assistant I classification in that the Administrative Assistant II performs the full range of administrative support and complex secretarial duties independently including travel approvals and reimbursement, hiring paperwork approvals for hourly and temporary employees, acts as a liaison for board items, makes recommendations and applies budget transfers.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from appropriate supervisor; checks with supervisor regarding non-routine assignments. May provide technical and functional direction to assigned student workers.

### **REPRESENTATIVE DUTIES**

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*The following duties are typical for this classification.*

1. Assists assigned administrator in meeting reporting requirements, functional responsibilities, and research objectives; organizes functions and activities promoted by the program area.
2. Reviews, updates, and informs the supervisor and others of essential timelines; discusses and reviews calendar of events on a regular basis with assigned administrator to ensure timely coordination of office activities and status of assigned projects; develops schedules related to department activities and services.
3. Develops and maintains assigned calendars, schedules, and appointments; coordinates and arranges meetings.
4. Collects, researches, compiles, analyzes, verifies, summarizes, records, and evaluates information; prepares and distributes narrative, statistical, and financial data, and provides recommendations, completes reports; verifies and reviews forms and reports for completeness and conformance with established regulations and procedures.
5. Oversees projects independently as assigned ensures that work is performed in a timely and accurate manner; uses independent judgment to develop and provide recommendations, suggestions, or information as appropriate.
6. Answers phones and responds to questions and requests for information; communicates information in person, via email, or by telephone where knowledge, and interpretation of policies and procedures are necessary.
7. Serves as liaison for assigned administrator by relaying messages, answering questions, clarifying information, responding to requests, resolving problems, explaining District, College, Department, or program area policies and procedures, or referring callers to the administrator or others as necessary.
8. Oversees the preparation of Board agenda items and supporting documents; ensures Board agenda items are forwarded within District timelines and legal requirements and guidelines; notifies administrator of Board requests for information or action.



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9. Assists supervisor in the preparation and administration of program budget(s), cost estimates for budget recommendations, justifications for budget items, and allocation of funds, processes, monitors and tracks expenditures, provides budget reports; resolves budget issues and problems; interacts with others regarding deposits; processes budget/expense transfers, and recommends budget revisions; assists with travel approvals and reimbursements for department staff.
10. Recommends expenditures for equipment, materials, and supplies and assures their timely ordering, receipt, and storage; schedules maintenance and repairs as needed posts, monitors, and tracks invoices and other expenditures; processes conference and other reimbursements.
11. Provides support for supervisor in meetings and committees as assigned; attends meetings and takes notes or records proceedings; prepares and distributes agendas, background materials, and minutes as appropriate.
12. Prepares oral and written preliminary responses for assigned supervisor's approval; ~~facilitated~~ facilitates communications between assigned supervisor, administrators, students, faculty, staff, other offices, educational institutions, public agencies, and the public.
13. Formats, types, proofreads, updates, edits, duplicates, and distributes correspondence, notices, lists, schedules, forms, memoranda, and other materials according to established procedures, policies, and standards.
14. Processes information related to staff hiring and payroll processes for assigned area; prepares and/or completes forms, monitors signature process, and tracks approvals for hiring personnel.
15. Establishes and maintains a variety of complex, interrelated filing systems including student confidential files; establishes and maintains files for information, records, and reports including those related to budget and cost records; maintains manuals and updated resource materials.
16. Receives mail and identifies and refers matters to the administrator in order of priority.
17. Performs other duties related to the primary job duties.

### **MINIMUM QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

#### **CORE COMPETENCIES:**

##### **Analyzing and Interpreting Data**

- Apply sorting, coding and categorizing rules
- Analyze data
- Read reports
- Draw meaning and conclusions from quantitative and/or qualitative data

##### **Customer Focus**

- Attending to the needs and expectations of customer
- Seeks information about the immediate and longer term needs of the customer



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- Anticipates what the customer may want or expect in a product or service
- Works across organizational boundaries to meet customer needs \*\*

### **Reading Comprehension**

- Understanding and using written information
- Knows the meaning of printed words; comprehend the literal meaning of text
- Make interpretations, applications, deductions, inferences, extrapolations from written information \*\*

### **Professional and Technical Expertise**

- Applying technical subject matter to the job \*\*
- Knows the rudimentary concepts of performing the essential technical operations

### **Critical Thinking**

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions\*\*

### **Attention to Detail**

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work\*\*
- Applies skilled final touches on products

### **Using Technology**

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware
- Experiments and finds novel uses for standard features and functions \*\*
- Adds, improves, modifies, or develops features and functionality\*\*

### **Team Work/Involving Others**

- Collaborating with others to achieve shared goals
- Engages others for suggestions and ideas

### **Writing**

- Communicating effectively in writing
- Using correct writing mechanics including spelling, vocabulary, grammar, syntax, punctuation, capitalization, sentence structure
- Logically orders and structures ideas and progression of thought



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### Adaptability

- Responding positively to change and modifying behavior as the situation requires\*\*
- Accept and adjust to changes and the unfamiliar

### Innovation

- Imagining and devising new and better ways of doing things\*\*
- Fix what is broken; find solutions and fixes with resources at hand
- Finds new approaches to performing familiar tasks
- Create and invent new ideas; envision the unexpected, unexplored, untried\*\*

### Listening

- Comprehend and verbal instructions and orally presented information
- Recalls or retrieves key points in a conversation
- Listen actively by rephrasing others' input cogently and accurately\*\*

### Valuing Diversity

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

*\*\*Lead, Advanced or Senior Level Positions*

### Education and Experience Guidelines

#### Education/Training:

Equivalent to the completion of high school and fifteen (15) semester units of college coursework.

#### Experience:

Four (4) years of increasingly responsible secretarial experience involving a high level of public contact, and providing secretarial support to management staff.

#### Desired Education/Experience

Experience in an administrative office in an educational environment

### Equivalency Provision

In the absence of fifteen (15) semester units of college level coursework, equivalent to the completion of high school and five (5) years of increasingly responsible secretarial experience involving a high level of public contact and providing secretarial support to management staff is qualifying.



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### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to occasionally lift, carry, push, and/or pull light to moderate amounts of weight up to 25 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.