

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Under general direction, performs a variety of highly responsible, complex, and sensitive administrative and secretarial duties in support of the appropriate administrator; processes administrative details not requiring the immediate attention of the executive staff member including the coordination of functions, communication of policy, researching information, the preparation of reports, and other administrative tasks.

The Administrative Assistant II classification includes a position that provides responsible administrative support to an appropriate administrator (e.g. Vice Chancellor, Associate Vice Chancellor, Executive Director, Chief of Police, Vice President). Incumbents report to and support an executive with a broad level of responsibility for major, complex programs and functions with substantial District-wide impact. The duties involve a wide variety of diverse, complex, and sensitive/confidential administrative and secretarial tasks, requiring a substantial amount of tact, judgment, and initiative. Incumbents are required to be self-directed and to relieve the senior level executive of various administrative duties and provide work direction and guidance to clerical personnel assigned to the area.

Distinguishing Characteristics

This is the journey level classification in the secretarial series. Employees within this class are distinguished from the Administrative Assistant I by the performance of the full range of highly responsible, complex, and sensitive administrative duties. Employees 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. Positions in this class series are flexibly staffed and are generally filled by advancement from the "I" level, or when filled from the outside, require prior experience. Advancement to the "II" level is based on management judgment in accordance with Article 16.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Serves as administrative assistant to an appropriate administrator; participates and assists in the administration of the office, relieving the administrator of a variety of technical and administrative duties; serves frequently as a liaison between the administrator and the public, students, staff, and other campus/District officials; promotes and maintains positive staff, student, and community relations; exercises best practices in handling matters of a difficult and sensitive nature.
2. Plans and organizes office support functions for the assigned office; coordinates, oversees, and evaluates the flow of office work and assures that work is performed in a timely and accurate manner; recommends improvements in work flow, procedures, and use of equipment and forms; reviews, updates, and informs the assigned administrator and others of essential timelines; discusses and reviews calendar of events on a regular basis with the assigned administrator to assure timely coordination of office activities and status of assigned projects; develops schedules related to division/department activities and services.
3. Assists the administrator in developing procedures to expedite transmittal of information or facilitate implementation of policies and programs; develops standardized computer formats for division reports and publications; establishes new and revised office procedures as appropriate.



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4. Utilizes electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments; coordinates and arranges meetings; coordinates activities with other divisions and departments; makes travel arrangements for assigned staff; processes conference reimbursement and other requests.
5. Participates in the orientation and training of new classified and academic employees when assigned; assigns, schedules, trains, and provides work direction to lower-level office staff and student workers as assigned; prioritizes work assignments; reviews and validates completed work for accuracy.
6. Collects, researches, compiles, analyzes, verifies, summarizes, records, and evaluates information; prepares and distributes narrative, statistical, and financial data, recommendations, and alternatives as requested; completes reports; verifies and reviews forms and reports for completeness and conformance with established regulations and procedures.
7. Coordinates and oversees specialized functions or projects independently as assigned; assures that work is performed in a timely and accurate manner; uses independent judgment to develop and provide recommendations, suggestions, or information as appropriate.
8. Screens office and telephone callers; responds to sensitive questions, complaints, and requests for information from administrative, management, academic, and/or classified staff and the general public; communicates information in person or by telephone where judgment, knowledge, and interpretation of policies and procedures are necessary.
9. Assures that Board agenda items and supporting documents are developed, prepared, received, and forwarded within District timelines and legal requirements and guidelines; assures the appropriate administrator receives timely notification of Board requests for information or action; assures that the Board receives information and notification of action taken as requested.
10. Assists the assigned administrator in the preparation and administration of program budget(s); assists in preparing cost estimates for budget recommendations; assists in submitting justifications for budget items; allocates funds to proper budget codes; monitors and tracks expenditures in a timely manner; provides regular budget reports to the appropriate administrator for control of expenditures; assists in resolving budget issues and problems; interacts with others regarding deposits; processes budget/expense transfers; recommends budget revisions.
11. Recommends expenditures for office equipment, materials, and supplies; initiates contact with vendors for various products and services and assures their timely ordering, receipt, and storage; assures proper functioning of office equipment; posts, monitors, and tracks invoices and other expenditures.
12. Provides staff support to standing and ad hoc committees and other groups as assigned; attends meetings and takes notes or records proceedings; prepares and distributes agendas, background materials, and minutes as appropriate.
13. Takes and transcribes dictation of sensitive/confidential materials; prepares a variety of correspondence, memoranda, reports, proposals, and other materials; composes and edits correspondence; records and prepares minutes from a variety of meetings; distributes materials as appropriate.
14. Composes correspondence independently; prepares preliminary responses to letters, general correspondence, and personal inquiries of a sensitive nature, including faculty, students, and staff grievances and complaints, for appropriate administrator.
15. Establishes and maintains a variety of complex, interrelated filing systems including 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 and distributes mail and identifies and refers matters to the appropriate administrator in order of priority.
17. Utilizes various computer applications and software packages; enters, updates, corrects, and extracts information; maintains and generates reports from a database or network system.
18. Performs related duties as required.

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.

Knowledge of:

- District organization, operations, policies, and objectives.
- Operational characteristics, services, and activities of the functions, programs, and operations of the assigned administrator as necessary to assume assigned responsibilities.
- Work organization and office management principles and practices.
- Pertinent state, federal, and program policies, rules, and regulations including applicable sections of the State Education Code.
- Instructional process and college environment.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Processes, procedures, and practices of budget preparation and administration.
- Principles, practices, and procedures of business letter writing.
- Principles, practices, and procedures of fiscal, statistical, and administrative research and report preparation.
- Principles and procedures used in complex, inter-related record keeping.
- Principles and practices used to establish and maintain files and information retrieval systems.
- Interpersonal skills using tact, patience, and courtesy.
- Principles and practices of providing training, work direction, and guidance to lower-level office staff and student workers.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Oral and written communication skills.

Ability to:

- Perform specialized, technical, and administrative support duties involving the use of a high level of independent judgment and personal initiative.
- Understand the organization and operation of the assigned administrator as necessary to assume assigned responsibilities.
- Understand, interpret, apply, and explain applicable rules, regulations, policies, and procedures independently, apply them with good judgment, and use judgment and discretion to act when precedents do not exist.
- Effectively handle and resolve difficult and sensitive situations.
- Plan, organize, and delegate work to meet schedules and deadlines.

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- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Prepare a variety of clear and concise administrative and financial reports.
- Independently compose and prepare correspondence and memoranda.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Use sound judgment in recognizing scope of authority.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Respond to requests and inquiries from students, staff, or the public; effectively present information in person or on the telephone to students, staff, or the public.
- Use correct English usage, grammar, spelling, punctuation, and vocabulary.
- Make arithmetic calculations quickly and accurately.
- Understand and follow oral and written directions.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Work independently with very little or no direction.
- Demonstrate a sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college students and personnel, including those with physical or learning disabilities.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work confidentially with discretion.
- Participate in the preparation and administration of assigned budgets.
- Research, compile, assemble, analyze, and interpret data from diverse sources.

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

An Associate's degree or the equivalent in a related field including specialized training in business, secretarial science, office automation, computer information systems, or a related field.

Experience:

Six years of increasingly responsible secretarial experience involving a high level of public contact, use of computer and office applications, and providing secretarial support to executive and management staff, preferably in an administrative office in an educational environment.



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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 lift, carry, push, and/or pull light to moderate amounts of weight; 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.