



**JULY 2009**  
**FLSA: NON-EXEMPT**

## **ADMINISTRATIVE ASSISTANT**

### **DEFINITION**

Under general supervision, performs a wide variety of administrative and office support duties for an assigned department and/or program, requiring full knowledge of its policies, procedures, and operational details; provides administrative support to management and departmental staff; composes and prepares correspondence and performs data entry duties; provides information to the public and staff; provides assistance for a wide variety of assignments related to administration of departmental projects and programs; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This is the journey-level class in the office support and administrative assistant series. Incumbents at this level are capable of performing varied administrative and office support duties, including providing assistance to the public and staff regarding department-related projects and programs. Day-to-day responsibilities may differ, depending upon the department/division/program to which assigned. However, the overall complexity of the work is comparable. 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 the Senior Administrative Assistant in that the latter provides complex administrative support to an assigned department head and/or management staff, oversees the workflow of the office, and serves as custodian of records for assigned boards, commissions, or committees.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Performs a wide variety of routine to complex administrative and clerical duties to support departmental, divisional, or programmatic operations, including filing, preparing records and monthly reports, data entry, and ordering and maintaining office and related supplies.
- Screens calls, visitors, and mail; assists in interpreting and applying regulations, policies, procedures, systems, and rules in response to complaints and requests for information from the public; directs callers to appropriate District staff; assists and/or directs the public to appropriate locations/staff; represents the District to all callers and visitors in a professional and customer friendly manner.
- Organizes and carries out administrative assignments; researches, compiles, and organizes data and information from various sources on a variety of specialized topics related to assigned programs.
- Gathers, assembles, updates, and distributes a variety of department specific information, forms,

- records, and data as requested; prepares and maintains a variety of databases and reports.
- Organizes and maintains various administrative, reference, imaging, and follow-up files in accordance with the records retention policy.
  - Checks and tabulates standard mathematical or statistical data; may summarize such information and prepare periodic reports.
  - Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
  - Types, originates, formats, proofreads, and distributes a wide variety of reports, correspondence, and memoranda, including documents associated with departmental projects; types from rough drafts and/or verbal instructions; checks drafts for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
  - Maintains calendars of activities, meetings, and various events; arranges meetings and makes appointments.
  - Receives, codes, logs, schedules, and distributes service requests, work orders, facility or room reservations, and class registrations.
  - Prepares and maintains various confidential department and/or student files and records; monitors and tracks attendance and usage of assigned functional area and prepares reports for management.
  - Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
  - Makes copies; collates materials; files copies of letters, memoranda, reports, and other materials in department and/or central files.
  - Coordinates travel arrangements and accommodations for personnel; submits all related paperwork.
  - Coordinates special projects as assigned.
  - Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other assignment-specific equipment; may perform basic maintenance and troubleshooting on assigned equipment.
  - Maintains accurate records of work performed.
  - May participate and assist in the administration of the assigned office; may organize and coordinate activities associated with the office; may recommend organizational or procedural changes affecting support activities.
  - May coordinate community outreach and event details, under the direction of assigned management staff.
  - Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Modern office administrative and office support practices and procedures, including the use of standard office equipment.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Basic maintenance and operation of computer and multi-media equipment related to the area of assignment.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- English usage, spelling, vocabulary, grammar, and punctuation.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

**Ability to:**

- Perform responsible administrative and office support work with accuracy and speed under minimal supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the District, the assigned department/program, and outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- 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.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Education and Experience:**

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

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and three (3) years of responsible administrative support experience involving a high level of public contact and customer service. Additional college-level coursework and/or technical training in office administrative support is highly desirable.

**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. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be 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 occasionally bend, stoop, kneel, reach, 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 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.