



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

## **SENIOR ADMINISTRATIVE ASSISTANT**

### **DEFINITION**

Under general direction, performs a variety of routine to complex office administrative, secretarial, and clerical duties in support of an assigned Dean and related management, professional, and supervisory staff, including planning, organizing, and overseeing the operations and functions of the assigned office; coordinates assigned programs, projects, and services with other District departments, divisions, and outside agencies; interacts frequently with the public and provides information or directs questions and requests to the appropriate staff; and performs other duties as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from an assigned Dean and/or assigned management staff. Exercises no supervision of staff. May exercise technical and functional direction over and provide training to lower-level staff or student workers.

### **CLASS CHARACTERISTICS**

This is the advanced journey-level class in the office support and administrative assistant series. Incumbents perform a wide variety of specialized technical and administrative support work for an assigned Dean and related management, professional, and supervisory staff. Responsibilities include performing specialized and technical office support duties for the assigned department to ensure efficient service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as knowledge of departmental and District activities. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research, programmatic, and budgetary support functions. This class is distinguished from the Administrative Assistant to the Provost in that the latter is the highest-level in the administrative assistant series and performs varied and complex administrative support duties within the office of the Provost.

### **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.*

- Plans, organizes, and carries out administrative assignments and special projects related to the assigned department, including assisting with budget preparation, planning, and implementation; recommends organizational or procedural changes affecting support activities; recommends improvements in work flow, procedures, and use of equipment and forms.
- Relieves the Dean of a variety of administrative details; independently responds to routine letters and general correspondence; composes, proofs, edits, and prepares letters, memoranda, and reports pertaining to standard policies.
- Assists in the preparation and monitoring of departmental payroll, including preparing timecards for

- management approval and disbursing paychecks.
- Collects and compiles department-related materials for review and analysis; provides recommendations for changes in programs, policies, or procedures to improve efficiency and cost effectiveness of operations.
- Assists in a variety of department and program operations; coordinates, oversees, monitors, and participates in special projects, assignments, and activities as assigned; maintains control files on matters in progress and expedites their completion; serves on committees as assigned.
- Prepares monthly Board agenda items.
- Takes minutes and meetings as required.
- Performs a wide variety of routine to complex administrative and clerical duties to support departmental/divisional operations, including filing, preparing records and monthly reports, purchase orders, requests for proposals, contracts, and ordering and maintaining office and related supplies.
- Screens calls, visitors, and mail; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries, complaints, and requests for information from the public; directs callers to appropriate District staff; represents the District to all callers and visitors in a professional and customer friendly manner.
- Organizes and maintains various administrative, reference, imaging, and follow-up files in accordance with the records retention policy.
- May serve as secretary to a board, commission, or special task force; provides a variety of administrative and coordinative support to the assigned body, including coordinating and scheduling meetings, appointments, and speaking engagements; reserving meeting rooms; maintaining reports; compiling and distributing agenda packets; attending meetings; developing, formatting, and distributing minutes; and following up on decisions as required.
- Checks and tabulates standard arithmetic or statistical data; may summarize such information and prepare periodic numerical 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 from rough drafts, verbal instructions, or transcription machine recordings; checks drafts for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- 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.
- Coordinates travel arrangements and accommodations for department personnel and submits all related paperwork.
- May coordinate community outreach and event details, under the direction of assigned management staff.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
- Maintains accurate records of work performed.
- Provides training to lower-level and new staff as required.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and function of public agencies, including the role of an elected Board of Trustees as well as other appointed boards and commissions.
- Applicable codes, regulations, policies, technical processes and procedures related to the department to which assigned.

- Modern office administrative and secretarial practices, methods, and procedures, standard office and computer equipment and computer applications related to work.
- 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, web design, database, and spreadsheet applications.
- Business mathematics and basic statistical techniques.
- Recordkeeping 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 secretarial support work with accuracy, speed, and minimal supervision.
- Provide varied and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Participate in the development of goals, objectives, policies, procedures, and work standards for assigned programs.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Effectively represent the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- 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, recordkeeping, 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 four (4) 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.