CONFIDENTIAL ASSISTANT

DEFINITION

Under general supervision, performs a variety of complex and specialized clerical support tasks for a College department or office and associated staff and performs related duties as required or assigned.

CLASS CHARACTERISTICS

This class is distinguished from other confidential-designated support classes in that incumbents provide specialized clerical support tasks for a College department manager and staff. This position is confidential-designated because it may have access to or possession of information in the regular course of duties to the employer’s employee-employer relations. This is an experienced-level class, capable of performing the full range of duties and tasks related to the department or office to which assigned. Positions in this class require a definable body of knowledge and skills which exceed those required of a lower-level office support worker and that is not normally learned on the job in a brief period of time. General work guidelines are normally provided by a department manager; however, day-to-day activities may require the use of initiative and judgment, when dealing with a variety of College staff, students, outside agencies, and representatives of the public.

EXAMPLES OF DUTIES (Illustrative Only)

- Provides office and clerical support for a department manager and for department staff members as needed and as assigned
- Performs complex and/or specialized office support work, which may require the exercise of judgment, the application of specialized skills and a knowledge of detailed or specialized activities related to the department to which assigned
- Serves as receptionist for the office or department
- Receives and screens telephone calls
- Schedules appointments for and maintains the calendar of a manager
- Produces drafts and a wide variety of finished documents from written materials, handwritten revisions, or oral instructions
- Reviews finished materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate English usage
- Monitors budget allocations and expenditures, maintains financial and statistical records and prepares financial reports
- Creates, organizes, and maintains various files
- May attend meetings and prepare minutes
- Prepares reports for submission to the Governing Board
- Produces draft and finalized reports for submission to outside agencies from a variety of materials
- Attends department meetings as required or assigned
- Opens and sorts mail and attaches pertinent back-up material
- May provide routine work instruction to student assistants or part-time staff on a project or day-to-day basis
- Provides a variety of routine support such as requisitioning supplies or equipment, scheduling equipment and facility usage, and arranging for the repair and maintenance of equipment
- Performs related duties as required or assigned
QUALIFICATIONS

Knowledge of:

- Principles and terminology of the functional area to which assigned
- Standard office administrative and secretarial practices and procedures
- Business processes and terminology
- Basic budgetary principles and practices
- Recordkeeping principles and practices
- The operation of standard office equipment, including typewriter, photocopier, fax machine, 10-key calculator, multi-line telephone, voice mail, laser printer and line printer
- The operation of a personal computer and standard software, including word processing and spreadsheets
- Correct English usage, including spelling, grammar, punctuation and vocabulary
- Basic mathematics

Skill in and Ability to:

- Perform specialized, complex and confidential office and secretarial assistance
- Operate a ten-key calculator by touch, with speed and accuracy
- Take and transcribe minutes
- Use initiative and judgment within established guidelines
- Organize work, set priorities, and meet critical deadlines
- Compose correspondence from brief written or oral instructions
- Establish and maintain detailed and accurate files and records
- Understand and follow written and oral instructions
- Establish and maintain effective working relationships with those contacted in the course of the work
- Type or operate a keyboard at a rate of 50 net words a minute

NOTE: Specific positions may require or desire bilingual skills.

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to graduation from high school and three years of administrative support, including one year of experience related to the specialized area of assignment. College-level coursework in business or an appropriate related field may be substituted for one year of the general experience outlined above.

Revised: December 7, 1998