

INSTRUCTIONAL DIVISION ASSISTANT

DEFINITION

Under general supervision of a Division Dean, provides varied and complex office administrative assistance to members of a College division and associated staff and students; performs related duties as required or assigned.

CLASS CHARACTERISTICS

This class, in collaboration with and in support of the Division Dean, faculty, coordinator, and senior accounting specialist, provides primary office administrative assistance for a College division. General work guidelines are normally established by the Division Dean or designee; however, day-to-day activities require the use of initiative and judgment, particularly when prioritizing work from several sources or when dealing with a variety of faculty, staff, students, and representatives of the public.

EXAMPLES OF DUTIES (Illustrative Only)

- Provides office administrative support to the Division Dean and others for scheduling, budget, curriculum development, and instructional planning matters
- Maintains Division Dean's calendar
- Assists in tracking, monitoring, facilitating all Division evaluation processes, textbook ordering, and employment-related processes
- Updates Division office procedural manuals and board policy manual and implements instructional and other college operational support systems
- Assists in new faculty orientation related to Division office procedures and assembles/distributes new semester information packets
- Acts as receptionist and receives, screens, and prioritizes messages, visitors, and telephone calls
- Provides factual information regarding policies, procedures, Division courses, activities and functions to faculty, staff, students, and potential students
- Receives and, within guidelines, resolves complaints and concerns that arise on the part of faculty, staff and students, in accordance with established College and state procedures and regulations
- Establishes and maintains various office and instructional files
- Researches, drafts and/or composes correspondence, reports, and specialized documents related to the Division using specialized office software
- Proofreads and checks materials for accuracy, completeness, compliance with Division policies, and correct English usage, including grammar, punctuation, and spelling
- Enters and retrieves data and prepares reports, including Datatel reports, following established formats
- Maintains Division faculty and other records/directories
- Collects, compiles, and processes forms, including but not limited to payroll records, purchase and personnel requisitions, course listings, faculty office hours, flex agreements, conference requests, field trips requests, special studies, and drop-transfer forms specific to the Division
- Operates standard office equipment
- Performs such office support activities as opening and distributing mail, processing outgoing mail and maintaining appropriate inventory of office supplies

EXAMPLES OF DUTIES (continued)

- Trains and directs the work of student assistants and temporary hourly employees on a project or day-to-day basis
- Performs related duties as required or assigned

QUALIFICATIONS

Knowledge of:

- The terminology and basic principles and concepts of division to which assigned
- Basic functions, procedures and programs of an educational institution
- Standard office administrative practices and procedures, including filing and business letter writing
- The operation of standard office equipment, including a word processor and a personal or on-line computer and appropriate software
- Correct English usage, including spelling, grammar, punctuation and vocabulary
- Recordkeeping principles and practices
- Basic mathematics, budgetary principles and practices

Skill in:

- Coordinating multiple projects, setting priorities and meeting deadlines with minimum direction
- Providing varied office administrative assistance to instructional and administrative staff
- Maintaining confidentiality of information
- Identifying office administrative problems and recommending appropriate solutions
- Exercising initiative and judgment within established guidelines
- Establishing and maintaining detailed and accurate records and files
- Composing correspondence from past knowledge or from brief instructions
- Using a personal or on-line computer with appropriate office software
- Ability to research, compile, and summarize a variety of information
- Ability to work tactfully, collaboratively, and effectively with faculty, staff, students, and members of the public
- Ability to type or operate a keyboard with sufficient speed and accuracy to enter data and prepare correspondence and reports in a timely manner
- Ability to learn new concepts and skills

NOTE: Specific positions may require or desire bilingual skill in a designated second language.

Education and Experience:

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

Equivalent to graduation from high school and two years office administrative experience above the entry level. One year of college-level coursework in an appropriate field and experience in an educational setting are desirable.