ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, provides varied and complex office administrative and secretarial assistance to a College administrator and associated staff; performs related work as assigned.

CLASS CHARACTERISTICS

This class is distinguished from other College and programmatic office support classes in that incumbents provide office administrative and secretarial services for a College administrator and associated staff. General work guidelines are normally established by the administrator; however, day to day activities require the use of initiative and judgment, particularly when prioritizing work from several staff members, dealing with staff or student related confidential materials or when dealing with a variety of College students and staff and representatives of the public. This class is distinguished from Executive Assistant in that the latter provides secretarial and office administrative assistance to a vice-president or equivalent level administrator of the College and associated staff.

EXAMPLES OF DUTIES (Illustrative Only)

Serves as the liaison between an administrator and students, staff, faculty, community organizations, governmental agencies and others by providing information and assistance regarding various College programs, schedules, procedures and requirements and resolving administrative problems; receives and screens visitors and telephone calls; screens requests and schedules appointments with students, staff, faculty and others; receives complaints and concerns from faculty, staff and students and responds appropriately in accordance with College policy; performs a variety of administrative support duties such as coordinating the administrative details of programs such as planning, scheduling the use of College vehicles, receiving and directing requests for building maintenance, and attending meetings and preparing minutes of confidential negotiating sessions; researches and compiles a variety of informational materials from sources both inside and outside the office, including material for submission to the Governing Board; drafts, types, or word processes, edits and prepares agenda items for the Governing Board; assists in the selection of support staff or student assistants; may direct the work of assigned staff on a project or day-to-day basis; provides work instruction as required; opens and sorts mail, attaches pertinent back-up materials and prepares responses; types or word processes drafts and a wide variety of finished documents including instructional and administrative materials from stenographic notes, electronic dictation, brief instructions or prior materials; uses word processing equipment and inputs or retrieves data and prepares reports using an on-line or personal computer system; maintains the administrator's calendar; schedules, arranges for and attends meetings and prepares minutes; reviews finished materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate English usage; prepares and/or reviews for accuracy timecards and other personnel documents; organizes own work, sets priorities, and meets critical deadlines; makes travel and lodging reservations; organizes and maintains various files which may involve confidential information; purges files as appropriate.
QUALIFICATIONS

Knowledge of:

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

Skill in:

- Providing varied office administrative and secretarial assistance to administrative staff
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction
- Researching, compiling and summarizing a variety of information
- Directing the work of a staff and providing instruction in work procedures
- Establishing and maintaining detailed and accurate records and files
- Composing correspondence independently or from brief instructions
- Using initiative and judgment within established guidelines
- Maintaining confidentiality of information
- Maintaining the calendar for the administrator
- Understanding and following oral and written directions
- Establishing and maintaining effective working relationships with those contacted in the course of the work
- Ability to type or operate a keyboard with sufficient speed and accuracy to enter data and prepare correspondence and reports in a timely manner. (Specific positions may require skill in typing or operating a keyboard at a rate of 55 net words per minute from printed copy)

NOTE: Specific positions may require skill in taking dictation by hand or stenographic machine at a rate of 80 words per minute and transcribing it accurately. Specific positions may require or desire bilingual skill in a designated second language.

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

Equivalent to graduation from high school and three years of secretarial experience providing office and administrative support. Two years of college level coursework in business or office administration and experience in an educational setting are desirable.

Established: July 1991
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