DEPARTMENT ASSISTANT I/II

DEFINITION

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

CLASS CHARACTERISTICS

Department Assistant I is the entry level into the secretarial support series. This class series is distinguished from other College office support classes in that incumbents provide secretarial and office administrative services for a College department or equivalent level administrator and staff. This class is alternately staffed with Department Secretary II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level class.

Department Assistant II is the experienced level of this class series, capable of performing the full range of secretarial duties. General work guidelines are normally provided by the department chair; however, day to day activities may require the use of initiative and judgment, particularly when prioritizing work from several staff members or when dealing with a variety of College students and staff and representatives of the public. This class is distinguished from Division Assistant in that the latter provides class schedule and faculty assignment coordination as well as office administrative assistance to a College Division Chair and associated staff.

EXAMPLES OF DUTIES (Illustrative Only)

Serves as liaison among the department chair and various on-campus and off-campus staff and organizations; coordinates, inputs and maintains class schedule and faculty assignment information at the department level; provides information to faculty, staff, students and the public regarding College and department requirements, procedures and regulations, which requires the use of judgment and initiative; makes appointments for the department chair and other department staff; receives and screens visitors and telephone calls; refers callers to the appropriate person, office and/or program; maintains records and files, particularly as required for various instructional or departmental programs; researches and compiles a variety of informational materials from sources both inside and outside the office; summarizes such information and prepares reports; opens and sorts mail and attaches pertinent back-up materials; types or word processes drafts and a wide variety of finished documents, 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; schedules and arranges for meetings; may attend meetings and prepare minutes; reviews finished materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate English usage; organizes and maintains various files; prepares and/or reviews
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for accuracy timecards and other personnel documents; may assist with the development of budgets by compiling information, maintaining records and monitoring expenditures; maintains payroll and other departmental information; may direct the work and provide work instruction to student assistants or part-time staff on a project or day-to-day basis; provides a variety of routine support services such as requisitioning supplies, scheduling equipment and facility usage, and arranging for the repair and maintenance of equipment.

QUALIFICATIONS

NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

- The functions and terminology related to the department to which assigned
- Standard office administrative and secretarial 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
- Business mathematics

Skill in:

- Providing varied office administrative and secretarial assistance to instructional and administrative staff
- Using initiative and judgment within established guidelines
- Organizing work, setting priorities and meeting critical deadlines
- Composing correspondence from past knowledge and/or brief instructions
- Establishing and maintaining detailed and accurate records and files
- Understanding and following oral and written directions
- Establishing and maintaining effective working relationships with those contacted in the course of the work
- Typing or operating a keyboard at a rate of 50 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.

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

Department Assistant I: Equivalent to graduation from high school and three years of general clerical or office support experience.

Department Assistant II: In addition to the above, one year of office administrative or secretarial experience at a level equivalent to the College's class of Department Assistant I.