

ADMINISTRATIVE ASSISTANT II**DEFINITION**

Under direct supervision provides a variety of administrative support functions for a College Dean or an Administrative Office; assists with multiple major programs; assigns, monitors, reviews and evaluates the work of subordinate staff; independently compiles data and prepares major funding and accountability reports. Typically the Dean's area or an Administrative Office is larger in size with greater diversity of office traffic.

SUPERVISION RECEIVED AND EXERCISED

Direct supervision is provided by a Dean and/or Administrative Director.

Assignment may require the direct or indirect supervision of general clerical positions.

EXAMPLES OF DUTIES

Performs administrative support work for a Dean and/or Administrative Director by handling daily office situations such as establishing priorities to meet deadlines, maintaining records, completing Board Action Slips, assignment sheet for classified and time sheets for faculty, classified, and students assigned to reporting departments.

Greets and screens telephone calls, students, faculty, staff and visitors in a pleasant and helpful manner; responds to questions, requests, and complaints from students, staff, faculty and the public in a sensitive and cooperative style; maintains harmonious operating conditions in a service-oriented environment serving a multi-cultural and multi-ethnic population.

Resolves everyday work problems involving administration, staff, or students by exercising independent judgment in the application of established procedures and routines.

Performs complex secretarial duties requiring extensive knowledge of a specific program by preparing, typing, editing and proofreading a variety of materials such as contracts, course outlines, correspondences, requisitions, statistical reports, grant reports, federal and state reports; schedules appointments, travel arrangements, and meetings; uses computer terminal(s) for input and retrieval of information, corrects dictionary entries and schedule courses with proper hours and facilities; competently operates word processing equipment and software.

EXAMPLES OF DUTIES (continued)

Gathers and compiles data from a variety of sources; maintains complex interrelated files.

Receives, reviews and routes mail using discretion in the handling of confidential and sensitive material.

Performs a full range of complex secretarial duties and coordinates activities for multiple major departments and/or specialized programs.

Performs a full range of duties relative to office management which include selection, training, and evaluation of subordinate staff.

Monitors and controls statistical data having major financial impact or accountability for faculty, students and the District. This may include evaluating student's academic history through transcripts and computer information; handles faculty evaluations in a confidential manner.

Assembles and prepares Board Slips and/or resolutions.

May perform the duties of an Administrative Assistant I or any lower clerical duties.

Performs related duties as required.

QUALIFICATIONS

Knowledge of:

Public relations principles and techniques.

Office practice and procedures including reception and telephone techniques; preparation of correspondence, report writing, filing and operation of office equipment.

Computer input and formatting.

Effective oral and written communication.

Basic bookkeeping practice and procedures.

Basic supervision.

QUALIFICATIONS (continued)

Ability to:

Learn procedures and coordinate support activities for multiple programs.

Check, inspect, and review office work as required.

Compile data for and prepare major District reports.

Skills:

Type at a corrected speed of 50 WPM.

Operate a computer keyboard.

Format and compose correspondence.

Input and retrieve data.

Operate a variety of office equipment.

Effectively use one or more word processing programs.

Special Requirement:

Some positions may require taking dictation at a speed of 80 WPM with transcription.

EMPLOYMENT STANDARDS

Training and Experience:

Any combination of training and experience which would provide the required knowledge and abilities for qualifying. A typical way to obtain this experience would be:

Four years secretarial experience which includes two years as a senior secretary/clerical in a high volume, high traffic office, plus coursework in office planning, word processing, human relations, and supervision.