

## Citrus College

## Position Description

Position: Administrative Assistant	Position Number:
Department/Site: Various	FLSA: Non-exempt
Evaluated by:	Salary Range: 38

### Summary

Performs a variety of technical and complex administrative support duties for an administrator. Coordinates and performs administrative projects within a division. Coordinates work flow and support activities for the office and often for programs involving multiple organization units and grants.

### Distinguishing Career Features

The Administrative Assistant is part of a multi-level career path encompassing administrative and secretarial support. The Administrative Secretary II is the job classification used for newly appointed incumbents who are reporting to an administrator or director with similar needs. Advancement to Administrative Assistant requires at least two years as Administrative Secretary at the College (or equivalent) and a demonstrated ability to perform workload computations for full-time equivalent faculty, participate in curriculum processes, and schedule and sequence the required reporting and other time sensitive activity.

### Essential Duties and Responsibilities

- Performs technical and complex administrative support involving the use of independent judgment and an in-depth understanding of the functions and procedures of the division, with a working understanding of functions and procedures of other divisions.
- Responds to inquiries and conveys technical and/or other information about programs and services provided by the organizational unit and college. Interprets and conveys policies and procedures, referring extremely difficult or sensitive matters to the appropriate administrator.
- Organizes, balances, prioritizes, and performs administrative support duties, anticipating business and academic calendars and cycles. Establishes and works within time lines for projects, activities, and required submissions.
- Coordinates the administrative aspects of projects and events, integrating them with ongoing work routines and making assignments to other staff as necessary.
- Provides administrative support to special processes such as, but not limited to cross-functional committees, advisory boards, and special interest group meetings. Prepares forms, revisions, and final documents to support proceedings.
- Takes notes and transcribes proceedings, as required. Types (keyboards) from rough drafts or verbal instructions a variety of materials such as letters, memoranda, reports and statistical data. Independently composes original correspondence and forms on routine department matters.

Administrative Assistant

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Effective July 1, 2004 (Revised 04/13/05)

- Prepares board agenda items, agreements, and contracts for services/facilities used by and/or provided by the division. Processes contract documents and sets up internal routines for monitoring performance.
- Receives and screens telephone calls and visitors, handling routine-to-difficult matters independently, providing information as appropriate, or routing calls to administrators.
- Schedules appointments and arranges meetings as directed. Prepares schedules and informs participants, confirming dates and times. May make hotel, conference, and travel reservations as directed.
- Prepares agreements and contracts for services used by and/or provided by the division. Processes contract documents for approval and distributes executed contracts.
- Performs special projects as assigned. Conducts research of libraries, business transactions, official proceedings, employee and student records, industry statistics, and trends, etc., to compile reports for administration or to regulatory or governing agencies.
- Receives, handles and stores confidential information pertaining to the College or assigned division. Maintains confidentiality of private and sensitive information.
- Prepares, edits, and inputs information that supports publication of class schedules. Participates in compiling information requests on behalf of other organizational units.
- May create, verify, edit, and distribute faculty loading records. If so, monitors, records, and reviews faculty loading records with administrator for approval and compliance with work limits. Enters faculty workload information onto spreadsheet or database models used for accumulating information and decision support.
- May monitor class enrollment, recommending necessary additions or cancellations, and entering corrected data into databases. Processes forms depicting changes to master class schedules. Notify students of canceled classes.
- Assists the administrator with development of organizational unit budget proposals, maintaining communications with work sections on status and information needs. Maintains approved budgets, transaction records, and audit trails, including those for capital outlay, special projects, and grant-funded activities.
- Reconciles expenditures and initiates budget allocation changes and reassignments of funds to and from various accounts, coordinating with accounting staff to assure compliance. Prepares requisitions and claims for reimbursement.
- Prepares periodic analytical reports such as researching and estimating revenue and expense projections for current and anticipated administrative commitments. Prepares financial reports for state and local agency requirements.
- Trains, assigns, prioritizes and reviews work of other staff, student and temporary help.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### ▪ **Knowledge and Skills**

Requires in-depth knowledge of office practices, procedures and equipment, including filing systems, receptionist and telephone techniques, and letter and report writing. Requires a working knowledge of the policies and procedures associated with the curriculum development and maintenance process. Requires a working knowledge of faculty workload recording methods and requirements. Requires a working knowledge of personal computer based software programs that support this level of work, including but not limited to word processing, spreadsheet, presentation graphics, special applications used by the organization unit, and data entry onto custom databases. Requires skill at facilitating group problem-solving processes. Requires sufficient math skills to perform financial and statistical record keeping, including double-entry bookkeeping. Requires sufficient knowledge of proper English usage, grammar, spelling, and punctuation to prepare professional correspondence. Requires sufficient human relations skill to work productively and cooperatively with diverse teams, exercise patience when dealing with internal and external customers, and convey technical concepts.

### ▪ **Abilities**

Requires the ability to independently perform all of the duties of the position. Requires the ability to accurately take and transcribe notes and/or meeting minutes/recollections. Must be able to learn, interpret, explain and apply knowledge of College and department organization, operations, programs, functions, special terminology used in the organization unit, and labor agreements to relieve an administrator or program director of a variety of administrative details. Requires the ability to prepare spreadsheets, graphs and charts, and enter, import, and export data to and from databases. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to communicate with faculty, students, staff, and the public using patience and courtesy, and in a manner that reflects positively on the organization unit.

### ▪ **Physical Abilities**

The position incumbent must be able to function indoors in an office environment engaged in work of primarily a sedentary nature. Requires ambulatory ability to sit for extended periods of time, to utilize microcomputers and peripheral equipment, accomplish other desktop work, and to move to various campus locations. Requires the ability to use near vision to read printed materials. Requires auditory ability to carry on conversations in person and over the phone. Requires manual and finger dexterity to write, use a pointing device and keyboard at an advanced rate, operate microcomputer, and to operate other standardized office equipment, almost constantly requiring repetitive motions.

### ▪ **Education and Experience**

Graduation from high school and two years of college level coursework in business or related field and four years of increasingly responsible administrative assistant experience.

### ▪ **Licenses and Certificates**

Requires a valid driver's license.

### ▪ **Working Conditions**

Work is performed indoors where minimal safety considerations exist.