ADMINISTRATIVE ASSISTANT II

DEFINITION

To perform a variety of responsible clerical duties for assigned office or department; may be responsible for more complex customer service, data entry and correspondence, compiling and preparing reports and research, indexing records, and performing general accounting functions.

DISTINGUISHING CHARACTERISTICS

Administrative Assistant I - This classification performs less complex clerical, program, or instructional support assignments while learning District policies and procedures.

Administrative Assistant II - This classification is distinguished from the Administrative Assistant I by the performance of a variety of activities involved in the preparation of reports, scheduling and a broad range of complex administrative tasks.

Administrative Assistant III - This classification performs more complex administrative tasks and interpretation of policies and procedures with minimal supervision. Typically reports to a College Dean or other high-level manager.

Administrative Assistant, Senior – This classification typically supports a Vice President or other executive manager with a broad level of responsibility with substantial District-wide impact. The duties involve a wide variety of diverse and complex administrative tasks as well as departmental coordination, requiring a substantial amount of tact, judgment, and initiative.

SUPERVISION RECEIVED AND EXERCISED

- Receives supervision from a departmental supervisor or manager.
- May receive technical or functional supervision from higher-level departmental personnel.
- May provide training and direction to student assistants or other assigned staff.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Acts as a liaison between campus employees and the public to coordinate activities; answers phones and screens calls; schedules appointments; provides general departmental information, documents, and forms.
- Assists in departmental orientation and training of new classified staff, hourly and student employees.
- Assists or gives guidance and general information to staff, students and the public in navigating departmental processes.
- Communicates effectively and professionally with the general public, vendors, employees and students.
- Compiles reports and related analyses following established formats and procedures, collecting information from a variety of databases.
- Inputs and retrieves data and information from relevant computer applications and programs; prepares routine statistical reports.
ADMINISTRATIVE ASSISTANT II

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<th>EEO Category</th>
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<tbody>
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<td>Non-Exempt</td>
<td>Clerical/Secretarial</td>
<td>PEU Local 1</td>
<td>52</td>
<td>07/01/2017</td>
<td>Classified</td>
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- Maintains and orders office inventory supplies and equipment; maintains storeroom.
- Maintains department/office records such as student and employee databases, transcripts, correspondence, tests, advisory certificates and probation reports.
- Operates a variety of office equipment, including photocopier, calculator, and computer.
- Prepares and files departmental forms and documents, such as memoranda, exams, class outlines, reports, schedules, and letters; uses established filing systems.
- Processes invoices and maintains running balance of monies.
- Receives, classifies, reconciles, interprets, consolidates, and/or summarizes documents and information.
- Develops schedules related to division/department activities and services; maintains calendars and coordinates committee and other meetings; reviews, updates and informs the administrator and others of essential timelines.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Modern office procedures, practices and technology/equipment.
- English usage, grammar, spelling, punctuation and vocabulary.
- Modern software applications (Microsoft Office Suite, etc.).

Skill/Ability to:

- Keyboard with accuracy.
- Perform routine clerical work.
- Meet multiple established timelines and deadlines without immediate supervision.
- Make mathematical calculations quickly and accurately.
- Learn and operate office machines and computer programs, applying established methods, rules and policies.
- Communicate effectively, both orally and in writing.
- Serve students, staff and colleagues in a helpful, empathetic, professional manner.
- Establish and maintain cooperative work relationships with those contacted in the performance of required duties.
- Apply general rules, policies and procedures of the department/office to which assigned.
- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, race, ethnicity, gender identity, sexual orientation, age, mental or physical disability, and religious background of all students, faculty and staff, and with all individuals encountered in the performance of required duties.
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### EXPERIENCE AND TRAINING

- Two (2) years of experience performing clerical and administrative duties.

### EDUCATION/LICENSE OR CERTIFICATE

- Possession of a high school diploma / GED or the equivalent.

*Adopted: 07/01/17*