



ADMINISTRATIVE ASSISTANT I

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Clerical/Secretarial	PEU Local 1	50	07/01/2017	Classified	1 of 3

DEFINITION

To perform a variety of administrative and secretarial duties for an assigned department, including taking full responsibility for a number of administrative tasks.

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.

EXAMPLES OF DUTIES

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

- Answers phones, acting as the first point of contact, providing information concerning policies and procedures of assigned program or office according to established guidelines.
- Communicates effectively and professionally with the general public, vendors, employees and students.
- Creates and maintains office files, reports, bulletins, and correspondence; searches files and records for required information.
- Keeps records and makes entries on standardized forms.
- Maintains and orders office inventory supplies and equipment; maintains storeroom.
- Operates a variety of office equipment, including photocopier, calculator, and computer.
- Processes invoices and maintains running balance of monies.
- Provides work direction and guidance to student assistants.
- Reports issues regarding office equipment or technology.
- Schedules and reschedules appointments; provides catalogs and applications.



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- Updates office information lists for administrative staff such as registration information, faculty schedules, and department operating hours.
- Formats, types, proofreads, duplicates and distributes correspondence, lists, forms, memoranda and other materials according to established procedures, policies and standards.
- Sorts and distributes incoming and inter-office mail; prepares shipments of interdepartmental mail to outlying district locations on a daily basis.
- 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.
- Operate a phone system.
- Perform routine clerical work including filing and record-keeping.
- Operate office machines and learn office methods, rules and policies.
- Learn basic rules, policies and procedures of the office to which assigned.
- Understand and follow both oral and written instructions in an independent manner.
- Learn and communicate general information about campus facilities, events, resources, and staff.
- Maintain professionalism when interacting with callers.
- Make simple mathematical computations.
- 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.
- 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

- One (1) year of experience performing broad and varied clerical functions in a professional office environment comparable to that of an Office Assistant II.

EDUCATION/LICENSE OR CERTIFICATE

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

Adopted: 07/01/17