



ADMINISTRATIVE ASSISTANT II

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Clerical/Secretarial	PEU Local 1	52	07/01/2017	Classified	1 of 3

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

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Clerical/Secretarial	PEU Local 1	52	07/01/2017	Classified	2 of 3

- 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.



ADMINISTRATIVE ASSISTANT II

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Clerical/Secretarial	PEU Local 1	52	07/01/2017	Classified	3 of 3

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