

## **IMPERIAL COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: ADMINISTRATIVE ASSISTANT**

#### **BASIC FUNCTION:**

Under the direction of an Executive Council administrator, provide complex administrative assistance and support to the head of a major College department; manage the department office, assuring that work is performed in a timely and accurate manner; represent the Executive Council administrator's office as appropriate.

**DISTINGUISHING CHARACTERISTICS:** This class differs from other office support classifications in that the Administrative Assistant provides primary assistance to the Executive Council administrator and often provides ongoing, independent support for one or more functions of the Executive Council administrator's assignment in addition to the regular assignment. Incumbents assigned to this classification are exposed to sensitive collective bargaining information and materials during the negotiating process and are designated as Confidential positions.

#### **REPRESENTATIVE DUTIES:**

Serve as administrative assistant to a Executive Council administrator, relieving the assigned Executive Council administrator of a wide and complex variety of administrative details.

Coordinate and manage specialized functions or projects independently as assigned; make decisions in accordance with State and federal laws and regulations, as well as College policies and procedures, and apply them to problem situations; receive and resolve complaints.

Initiate and answer telephone calls; screen and direct calls and visitors to appropriate personnel; schedule and confirm appointments and meetings and maintain the Executive Council administrator's calendar; arrange travel accommodations and meetings as necessary.

Research, analyze and evaluate a wide variety of issues, data, recommendations and alternatives as assigned; use independent judgment to develop and provide recommendations, suggestions or information as appropriate.

Perform administrative support to assist the Executive Council administrator in meeting reporting requirements, functional responsibilities and research objectives; coordinate and manage assigned office; assign, schedule, coordinate, oversee and evaluate the flow of office work and assure that work is performed in a timely and accurate manner.

Serve as liaison between the Executive Council administrator and the Superintendent/President, administrators, managers, academic and classified staff, students, representatives of community agencies and the general public by relaying messages, answering questions, clarifying information, responding to requests, resolving problems, explaining College policies and procedures or referring callers to the Executive Council administrator or others.

Discuss and review calendar and events daily with the Executive Council administrator to assure timely coordination of office activities and status of assigned projects; prepare preliminary responses to correspondence for Executive Council administrator's approval.

Assure that Board agenda items and supporting documents are developed, prepared and forwarded within College timelines and legal guidelines; assure the Executive Council administrator receives timely notification of Board requests for information or action; assure that the Board receives information and notification of action taken as requested; maintain confidentiality of records and information, including information regarding Board, College, personnel, student or controversial matters.

Monitor expenditure of funds and oversee office budget activities; maintain current account balances; recommend budget transfers, revisions and expenditures related to office supplies; prepare purchase requisitions.

Develop schedules related to department activities and services; maintain calendars and coordinate committee and other meetings; review, update and inform the Executive Council administrator and others of essential timelines.

Provide staff support to standing and ad hoc committees and other groups as assigned; attend meetings, take notes or record proceedings; prepare and distribute agendas, background materials and minutes as appropriate.

Train, supervise and evaluate student workers and office assistants as assigned; order supplies and assure proper functioning of office equipment.

Compose correspondence independently; format, type, proofread, duplicate and distribute correspondence, notices, lists, forms, memoranda and other materials according to established procedures and standards.

Inspect documents, forms, records and other materials for accuracy and completeness; process a variety of forms and documents according to established procedures; assure conformance to established guidelines and standards.

Establish complex, interrelated filing systems including confidential files; collect, compile and record narrative, statistical and financial data and other information; research and verify information as requested.

Operate a microcomputer and peripherals, using word processing, spreadsheet, database management and other specialized software.

Operate a variety of other office equipment including calculator, copy machine, facsimile machine and dictation equipment.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:****KNOWLEDGE OF:**

College organization, operations, policies, procedures and objectives.

Modern administrative office practices, procedures and equipment, including letter and report writing, financial and statistical record-keeping, receptionist and telephone techniques and etiquette.

Applicable sections of State Education Code and other applicable laws.

Educational environment.

Basic math.

Basic research methods and techniques.

Office management techniques.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Public relations techniques.

**ABILITY TO:**

Learn quickly and work within the organization, functions, policies and procedures of an assigned area of administration.

Plan, organize, coordinate, manage and participate in office operations specific to the Executive Council administrator's assigned areas of responsibility.

Establish, review and revise office work priorities as needed.

Use sound judgment in recognizing scope of authority.

Analyze situations accurately and adopt an effective course of action.

Exercise good judgment and discretion in analyzing and resolving confidential, difficult and sensitive situations.

Communicate effectively orally and in writing.

Establish and maintain effective and cooperative working relationships with others.  
Relate effectively with people of varied academic, cultural and socio-economic background using patience, tact, diplomacy and courtesy.  
Read, interpret, apply and explain College policies, procedures and regulations.

Compile information and compose reports, business correspondence, and procedure manuals using correct English usage, grammar, spelling, punctuation and vocabulary.  
Work effectively to meet demanding schedules and multiple timelines.  
Work confidentially with discretion.  
Work independently and effectively with minimal supervision and constant interruptions.  
Operate word processing, spreadsheet, data base management and specialized software proficiently.  
Operate a variety of office equipment such as microcomputers, calculators, copiers, facsimile machine.  
Type, format, proofread, duplicate and distribute documents and other written materials.  
Maintain accurate statistical and financial records.  
Maintain complex, inter-related filing systems.  
Arrange for meetings and conferences.  
Train and provide work direction to others.

**EDUCATION AND EXPERIENCE:** Any combination equivalent to: graduation from high school supplemented by two years of college-level course work in secretarial science, office administration, business administration or related field and four years increasingly responsible secretarial experience involving the operation of microcomputer using word processing, spreadsheet and data base management application software and including at least one year in providing administrative support in an administrative office, preferably in an educational environment.

**LICENSE AND OTHER REQUIREMENTS:** Valid California driver's license.

**WORKING CONDITIONS:** Duties are primarily performed in an office environment at a desk or computer terminal. Incumbents are subject to noise from office equipment operation, frequent interruptions and contact in person and on the telephone with students, academic and classified staff and the public.

**PHYSICAL DEMANDS:** Must sit for long periods of time, use hands and fingers to operate a keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, see clearly to read fine print, speak clearly and distinctly to answer telephones and to provide information, hear and understand voices over telephone and in person, and regularly lift, carry and/or move objects weighing up to 10 pounds. Occasionally must travel to other offices or locations to attend meetings or to pick up or deliver materials.