

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: **CLASSIFIED**

CLASS TITLE: **ADMINISTRATIVE ASSISTANT I
(CONFIDENTIAL)**

SALARY TABLE: **29**

SALARY RANGE: **26+ 5%**

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of clerical and secretarial duties to relieve the supervisor of administrative and clerical detail; coordinate flow of communications, correspondence and information in support of assigned functions and activities; prepare and maintain a variety of manual and automated records and reports; maintain confidentiality regarding issues related to negotiations and collective bargaining matters.

DISTINGUISHING CHARACTERISTICS:

The Administrative Assistant I classification provides primary support to a supervisor, manager, department chair or director of a small department. Incumbents relieve the assigned supervisor of administrative and clerical detail. The Administrative Assistant II classification performs varied and highly skilled administrative assistant duties requiring thorough understanding of a program, department or functional area. Incumbents provide primary secretarial support to a dean, assistant dean or director of a major College-wide function. The Administrative Assistant III classification provides primary and complex secretarial support to a Vice President or Executive Vice President. Incumbents require thorough knowledge of division organization, operations, policies and procedures.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of clerical and secretarial duties to relieve the supervisor of administrative and clerical detail; assure smooth and efficient office operations, and proper and timely completion of projects and activities; coordinate flow of communications and information in support of assigned functions and activities.

Serve as the primary secretary to the assigned supervisor; provide public relations and communication services; receive, screen and route telephone calls; take, retrieve and relay messages as needed; schedule and arrange appointments, conferences, meetings and other events.

Receive visitors, including administrators, staff, students and the public; provide assistance or direct to appropriate staff; respond to inquiries and provide information and assistance related to program or department operations, activities, standards, requirements, time lines, policies and procedures.

Compose, independently or from oral instructions, note or rough draft, a variety of materials such as inter-office communications, forms, letters, instructional materials, memoranda, certificates, surveys,

August 2020

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announcements, bulletins, agenda items, lists, labels, fliers, notices and other materials.

Compile information and prepare and maintain a variety of records, logs and reports related to programs, projects, students, financial activity, budgets and assigned duties; establish and maintain filing systems; review, revise and proofread a variety of documents and information.

Input a variety of data into an assigned computer system; establish and maintain automated records and files; initiate queries and generate various computerized lists and reports as requested; assure accuracy of input and output data; update and maintain website information as assigned.

Research, compile and verify a variety of data and information; compute statistical information for various reports as necessary; process a variety of forms, applications and paperwork; duplicate, assemble, distribute, collect and verify accuracy and completeness of various documents.

Coordinate and attend a variety of meetings as assigned; compile and prepare agenda items and other required information and materials for meetings and other events; take, transcribe and distribute minutes as directed.

Perform a variety of clerical accounting duties in support of assigned activities as required; monitor funds for income and expenditures; calculate, prepare and revise accounting and budgetary data; balance and reconcile assigned accounts and budgets as required.

Communicate with personnel, various outside agencies, students and the public to exchange information and resolve issues or concerns; communicate in a designated second language as assigned by the position.

Operate a variety of office equipment including a calculator, copier, fax machine, typewriter, computer and assigned software; perform minor maintenance and repairs on equipment as directed; arrange for equipment maintenance and repairs as needed.

Receive, sort and distribute mail as required; prepare and distribute informational materials and bulk mailings; contact others to request documents as needed.

Maintain appointment and activity schedules and calendars; reserve facilities for meetings and other events as needed.

Monitor inventory levels of office and designated supplies; order, receive and maintain appropriate levels of inventory; prepare purchase orders and requisitions and arrange for payments as required.

Process reimbursement claims as assigned; collect, deposit and account for various monies and fees as required.

Train and provide work direction and guidance to student workers as assigned.

Maintain access to documents, information and discussions relating to collective bargaining activities; prepare information used in collective bargaining strategies as requested; participate in or

take and prepare minutes for collective bargaining team; maintain confidentiality regarding issues related to negotiations and collective bargaining matters.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures and equipment.
Policies and objectives of assigned programs and activities.
General terminology, practices and procedures of assigned office.
Record-keeping and filing techniques.
Business letter and report writing, editing and proofreading.
Telephone techniques and etiquette.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Principles and practices of data processing.
Interpersonal skills using tact, patience and courtesy.
Operation of a computer and assigned software.
Oral and written communication skills.
Methods of collecting and organizing data and information.
Mathematic calculations.

ABILITY TO:

Perform a variety of clerical and secretarial duties to relieve the supervisor of administrative and clerical detail.
Coordinate flow of communications, correspondence and information.
Assure smooth and efficient office operations.
Compose correspondence and written materials independently or from oral instructions.
Perform a variety of clerical accounting duties in support of assigned activities.
Type or input data at an acceptable rate of speed.
Answer telephones and greet the public courteously.
Complete work with many interruptions.
Communicate in a designated second language as assigned by the position.
Compile and verify data and prepare reports.
Maintain a variety of records, logs and files.
Utilize a computer to input data, maintain automated records and generate computerized reports.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and time lines.
Work independently with little direction.
Communicate effectively both orally and in writing.
Add, subtract, multiply and divide with speed and accuracy.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years of clerical or secretarial experience involving frequent public contact.

August 2020

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LICENSES AND OTHER REQUIREMENTS:

Some incumbents in this classification may be required to read, write and speak English and a designated second language.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information in person and on the telephone.

Sitting or standing for extended periods of time.

Seeing to read a variety of materials.

Bending at the waist, kneeling or crouching to file materials.

Reaching overhead, above the shoulders and horizontally.