



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

STAFF ASSISTANT

A Classified Position

[Grade 21 – Salary Schedule 60](#)

A. General Statement

Under general supervision, the Staff Assistant performs detailed clerical and operational support for a department or office. Under direction, the Staff Assistant initiates, implements and coordinates office procedures and timelines in order to provide support for an office or department. Public contact is extensive, and involves College and District staff, faculty, students, vendors, other educational institutions, business and community representatives, regulatory agencies, and governmental agencies for the purpose of exchanging policy and procedural information. A moderate degree of independent judgment and creativity is required to resolve many minor and occasional major problems that arise, by selecting from among alternative procedures that are available. Consequences of errors in judgment could be costly in public relations, staff and employee time. Staff Assistants can train and lead the work of other clerical staff, volunteers and student assistants as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with college staff and others regarding department services, as well as to provide operating policies, and procedures
2. Screens calls, visitors and electronic inquiries to provide policy and procedural information and/or to take messages and make appropriate referrals
3. Sets up and maintains a management calendar
4. Plans and coordinates department events and activities on conjunction with other management and staff
5. Attends meetings and other events to obtain and provide current information
6. Uses a database and a variety of computer software to set up, track and maintain a wide variety of data and electronic and manual files and to perform data entry and retrieval

7. Composes and prepares correspondence, memoranda, report narratives, forms, publicity materials and other materials from original ideas or with general instruction
8. Uses standard software applications to prepare correspondence and reports, agendas and meeting minutes, and spreadsheets
9. Collects monies received, issues receipts, and prepares deposits as needed
10. Researches, compiles, and maintains data for reports, grant applications, contracts, special projects, correspondence, surveys, presentations, and department programs and services
11. Performs departmental budget maintenance, including processing budget transfers and expenditure journals
12. Prepares purchase requisitions and completes electronic supply orders
13. Compiles items and materials for meeting agendas
14. Takes and transcribes meeting notes as assigned
15. Sorts and distributes department mail as needed and coordinates bulk mailings
16. Performs other related duties as assigned

C. Requirements

1. Graduation from high school and college courses in business administration, office administration, or a closely related field
2. Successful general clerical experience of increasing responsibility
3. Extensive public contact experience with people of diverse cultures, language groups and abilities
4. Experience with the organization and maintenance of electronic and manual files and records
5. Experience with training and leading the work of others
6. Experience with the use of a variety of computer software to compose and prepare correspondence, forms, reports, presentations, and other written materials
7. Experience with research and compiling data for, formatting, and preparing statistical, financial and other reports
8. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
9. Demonstrated skill in working as part of a customer service team

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

This classification requires data comparison and interpretation; contact in close proximity with individuals and groups; work under deadline pressure; multi-tasking; attention to detail; manual dexterity; pulling, pushing, reaching; moving items of light to moderate weight; listening/comprehension of a variety of directional formats; flexibility, and adaptability in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of office organizational procedures including workflow, current office equipment, supplies, file systems and computer applications

2. Skill in multi-tasking and workload prioritizing under deadline pressure, using independent judgment for decision-making
3. Skill in use of the Microsoft Office Suite and web-based content management systems
4. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups and abilities
5. Skill in oral communication, including public speaking
6. Skill in written communication
7. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files
8. Ability to coordinate, anticipate, and resolve workload issues and problems
9. Ability to work effectively as part of a customer service team

(7/2013)