



Cañada College ♦ College of San Mateo ♦ Skyline College

## GENERIC POSITION DESCRIPTION

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### ADMINISTRATIVE ASSISTANT

A Classified Position

[Grade 27 – Salary Schedule 60](#)

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#### A. General Statement

The Administrative Assistant performs difficult and specialized clerical and administrative support for senior administrative staff with an expectation of resolving problems and making independent decisions with minimum supervision. The Administrative Assistant exercises independent judgment while initiating and coordinating office procedures and timelines in order to provide support for administrative unit, analyzes situations accurately, and takes appropriate action in identifying problems and recommending solutions. Under direction, the employee initiates, implements and coordinates other staff workloads and timelines in order to complete major projects and to provide support for various senior administrative unit services. 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 high 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. Administrative Assistants can 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 college and district services, as well as to provide and/or interpret operating policies, and procedures
2. Serves as liaison between various division and department staff, other college offices and district departments for a variety of procedures or issues
3. Screens calls, visitors and electronic inquiries to provide policy and procedural information and/or to take messages and make appropriate referrals
4. Sets up and maintains a complex management calendar

5. Plans and coordinates administrative unit and college-wide events and activities in conjunction with other management and staff and provides event and activity support such as planning and scheduling speakers, confirming sites and availability of participants, compiling event materials, and providing follow-up as assigned
6. Attends meetings and other events to obtain and provide current information, as well as to meet with management and other staff to plan projects and workloads
7. Uses a database and a variety of spreadsheet and other computer software to set up, track and maintain a wide variety of data and files, including educational and faculty schedules, class schedules, budget and financial records, confidential student demographic data, and other information
8. Composes and prepares correspondence, memoranda, report narratives, publicity materials and other materials from original ideas or with minimal guidance or direction
9. Uses standard software applications to prepare correspondence, reports, surveys, presentations, brochures, special projects, grant applications, contracts, agendas and meeting minutes and to design and/or to update an area web site
10. Trains and leads the work of other administrative support staff in major procedural workloads as assigned, including recommending timelines for submission of work by other staff, reviewing and auditing completed work, and instructing staff on modifications to existing procedures
11. Reviews office workflow for efficiency and makes recommendations for modifications, including planning, creating, and implementing new and modified office forms and procedures in conjunction with management and other staff
12. Researches and compiles data for statistical, financial and other reports, class schedules, catalogs and brochures, special projects, grant applications, contracts, correspondence, surveys, presentations, agenda materials, division/department programs and services, and other uses
13. Performs administrative unit budget maintenance, including assisting and providing coordination with budget development, processing budget transfers and expenditure journals, and serving as a resource for managers in providing budget coding assistance
14. Prepares purchase requisitions and completes electronic supply orders
15. Compiles items and materials for meeting agendas
16. Proofreads documents and publications
17. Takes and transcribes meeting notes as assigned
18. Sorts and distributes administrative unit mail as needed and coordinates bulk mailings
19. 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 complex 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 implementation of various complex office procedures and forms
  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, 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, Adobe Creative 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 project and event planning
6. Skill in oral communication, including public speaking and giving clear and concise instructions
7. Skill in written communication
8. Skill in training and leading the work of others
9. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files
10. Ability to coordinate, anticipate, and resolve workload issues and problems
11. Ability to work effectively as part of a customer service team