

**SAN DIEGO COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: ADMINISTRATIVE ASSISTANT II (Grade 48)**

**DEFINITION:**

Typically reporting to a Senior Director, the Administrative Assistant II provides a wide variety of administrative and technical clerical duties for an assigned administrator; assigned tasks may include assisting with budget(s), preparing reports, and special projects.

**DISTINGUISHING CHARACTERISTICS:**

The Administrative Assistant series is distinguished from the Program Secretary classification in that positions in the Program Secretary class provide clerical support to an assigned program or unit, and may support multiple managers, while Administrative Assistant positions relieve an assigned director-level or higher administrator of clerical detail and perform a variety of administrative tasks related to the functions and services of the related program or unit.

The Administrative Assistant I performs a variety of clerical and administrative duties, under regular supervision, typically in support of a Director.

The Administrative Assistant II performs a variety of clerical and administrative duties for a large, complex program, under general supervision, typically in support of a Senior Director.

The Administrative Assistant III performs more advanced clerical and administrative duties, under minimal supervision, typically in support of an Executive Director.

Classification of positions outside this model will be evaluated by Human Resources, on a case by case basis.

**REPRESENTATIVE DUTIES:**

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

**ESSENTIAL FUNCTIONS:**

Performs a variety of administrative and secretarial support duties to relieve an assigned administrator of administrative and clerical detail.

Assists in developing and monitoring office or division procedures, and coordinates the flow of communications and information for an assigned office.

Conveys and responds to requests, complaints, and inquiries, and performs public relations and communication services on behalf of the assigned administrator; escalates more difficult issues as needed.

Provides technical information and assistance related to program or organizational operations and related laws, rules, regulations, policies and procedures.

Receives, screens, and routes telephone calls, emails and mail; receives and directs visitors, including administrators, staff, and the public to appropriate personnel.

Schedules and arranges appointments, meetings, conferences, workshops and other events; prepares and sends out notices of meetings.

Compiles and prepares agenda items and other required information for related meetings and events; takes and distributes minutes as directed.

Reserves and prepares facilities, supplies, and audio-visual equipment for meetings and events.

Maintains appointment and activity schedules and calendars for assigned administrator, including coordinating travel arrangements, hotel reservations, travel authorizations, and expense reports.

Prepares, reviews, and routes new and renewal contracts for approval; tracks required permits and insurance.

Provides administrative support in the development, preparation, revision, projections, and adjustment of various budgets as assigned; calculates, prepares, and revises accounting and budgetary data.

Generates Personnel Action Forms (PAFs) for new hires and limited term employees.

Maintains and monitors time sheets and related expenses.

Collects payments for assigned programs, and deposits checks or monies collected.

Prepares and maintains a variety of records, presentations, and logs related to programs, financial activity, budgets, staff, and assigned duties, and establishes and maintains electronic and paper filing systems.

Reviews, revises, verifies and proofreads a variety of documents; creates flyers and updates department website information as assigned.

Inputs a variety of data into an assigned computer system or database, and ensures the accuracy of input and output data; initiates queries and generates various computerized lists and reports.

Composes, edits, and prepares correspondence to support department and administrator activities.

Creates, issues and coordinates service contracts and renewals.

Receives, processes, and tracks work order requests, and tracks to ensure that work requests are completed.

Trains and provides work direction to clerical support staff as assigned.

Communicates with administrators, personnel, vendors, outside agencies and the public to exchange information and resolves issues or concerns.

Operates a variety of office equipment, including a computer and assigned software.

Monitors and maintains adequate inventory levels of office and designated supplies.

Creates, processes, codes, and tracks purchase orders and invoices as for goods and services.

Substitutes or provides relief for office support personnel as directed.

Attends and participates in meetings and in-service trainings as required.

**NON-ESSENTIAL FUNCTIONS:**

Performs related duties as assigned.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to education, training and experience which clearly demonstrate possession of the knowledge and abilities described above. An example of qualifying experience and education would be: graduation from high school and three years of administrative assistant or secretarial support experience. Course work in advanced secretarial, communications, business or a related field is desirable.

**CREDENTIAL/LICENSE/CERTIFICATION:**

No additional requirements.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Modern office practices, procedures, equipment, administrative support practices, business and filing systems.

Department or program organization, operations, policies and objectives.

Record-keeping and filing techniques.

Business letter and report writing, editing and proofreading.

Applicable laws, codes, regulations, policies and procedures.

Telephone techniques and etiquette.

Methods, procedures and terminology used in clerical accounting work.

Data control procedures and data entry operations.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Principles and practices of data input and data processing.  
Interpersonal skills using tact, patience and courtesy.  
Oral and written communication skills.  
Methods of collecting and organizing data and information.  
Arithmetic computations.  
Operation of a computer and assigned software.

**ABILITY TO:**

Perform a full range of moderate to complex secretarial or administrative support duties for an assigned office and to relieve an assigned administrator of clerical and administrative detail.  
Plan, coordinate and organize program activities and coordinate flow of communications and information for the administrator.  
Perform a variety of clerical accounting duties in support of assigned department or program.  
Learn, interpret, apply and explain laws, codes, rules, regulations, policies and procedures.  
Answer telephones and greet the public courteously.  
Complete work with many interruptions.  
Maintain a variety of records, logs and files.  
Type and input data accurately at an acceptable rate of speed.  
Prepare accurate and concise correspondence and reports.  
Maintain confidentiality of sensitive and privileged information.  
Establish and maintain cooperative and effective working relationships with others.  
Meet schedules and time lines.  
Compile and verify data.  
Work independently with little direction.  
Communicate effectively both orally and in writing.  
Operate a variety of standard office equipment including computers and assigned software.  
Accurately format, proof and edit material using standard computer hardware and software.  
Understand and carry out oral and written directions.  
Train and provide work direction to assigned clerical.  
Model communications and interactions that respect and include all individuals and their languages, abilities, religions, and cultures.  
Perform arithmetic computations with speed and accuracy.

**WORKING CONDITIONS & PHYSICAL ABILITIES:**

Office environment. Constant interruptions.

Must be able to hear and speak to exchange information; see to perform assigned duties; sit and/or stand for extended periods of time; possess dexterity of hands and fingers to operate a computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lift light objects.

<b>Established</b>	<b>Approved by the Personnel Commission</b>	<b>Revised</b>	<b>FLSA Status</b>	<b>Salary Grade</b>
10/1992	October 9, 1992	1/98, 2/01, 6/04, 3/06, 9/15. 2/18	Non-Exempt	Classified Support Grade 48