

## **ADMINISTRATIVE ASSISTANT- COMMUNICATION AND COMMUNITY ENGAGEMENT**

### **DEFINITION:**

Under the direction of the Director of Communication and/or designee, coordinate and organize office activities to assure the smooth running of the Communication and Community Engagement Office; perform a wide variety of independent secretarial and administrative assistant duties to relieve the supervisor of administrative and clerical detail; coordinate flow of communications between administrators, faculty, staff, students, parents, and the public.

### **QUALIFICATIONS:**

**Experience:** At least five years in a responsible administrative assistant position, a minimum of three years in a school or school district office setting, or in a comparable organizational setting

**Education:** Equivalent to completion of two years of college (Responsible secretarial position may be substituted for required education on a year-for-year basis)

### **DISTINGUISHING CHARACTERISTICS:**

- The Administrative Assistant performs duties requiring a high level of initiative and independent decision-making in a broad range of District activities with minimal direction. Incumbents in these classes perform duties with minimal direction, exercising a high degree of judgment, discretion, initiative, and independence. This position is classified as a confidential position as, in the course of duties supporting the Director of Communication's Office and designee, the incumbent has access to or possesses information related to employer-employee relations, negotiations, personnel and student matters.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Under the direction of the Director of Communication or designee, incumbent will:

- Coordinate and organize office activities to assure the smooth running of the District department; create a variety of correspondence, memoranda, requisitions, reports, board agenda items, agendas, spreadsheets, forms, letters, emails, calendars, and Google Docs.
- Perform a wide variety of independent secretarial and administrative assistant duties to relieve the supervisor of administrative and clerical detail.
- Coordinate flow of communication and serve as a liaison between administrators, faculty, staff, students, parents, and the public; explain programs, policies and procedures; initiate and answer telephone calls; screen and route calls; respond to inquiries and provide information; retrieve and respond to messages as appropriate.
- Compose a variety of correspondence independently or from oral instruction and other information as requested; maintain confidentiality of sensitive and privileged information.
- Prepare and maintain financial records related to the assignment; record expenditures; maintain and monitor department, program, and grant budgets.
- Compile information and prepare and maintain a wide variety of data and reports according to established procedures and timelines; participate in special projects and research related to the administrator's area of responsibility.
- Prepare and maintain a variety of records related to assigned activities, establish and maintain filing systems; compile and duplicate related materials as needed.
- Coordinate and schedule meetings, appointments, and conferences; prepare agendas for and take minutes at assigned meetings; arrange travel reservations.
- Where applicable, train and provide work direction and guidance for clerical support staff as assigned by position.
- Operate a variety of office equipment and have a current knowledge of computers and programs such as, Word, Excel, Power Point, Prezis, Google Drive, Adobe Pro, as well as Power School and QSS.

### **KNOWLEDGE:**

- Functions and operations of an administrative office
- District organization, operations, policies and procedures
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Oral and written communication skills
- Applicable laws, codes, rules, and regulations
- Financial and statistical record-keeping techniques
- Research methods
- Operation of a computer and assigned software

## **ADMINISTRATIVE ASSISTANT- COMMUNICATION AND COMMUNITY ENGAGEMENT**

### **ABILITIES AND SKILLS:**

- Process administrative details not requiring attention of the administrator
- Develop correspondence, including materials of a confidential nature, independently from notes, instructions, transcription, etc., incorporating policy, regulation, or Education Code where appropriate
- Initiate forms, communications, board agenda items, special assignments, and projects for the assigned administrator
- Coordinate and facilitate projects to meet time schedules
- Serve as liaison between administrator, district personnel, and the community
- Provide technical, clerical, and logistical support to personnel engaged in department activities
- Facilitate/attend the activities of various committees for and/or with the administrator
- Initiate and prepare District Board Agenda items as necessary
- Initiate and answer telephone calls, make appointments, and interview callers and furnish desired information or assistance
- Develop, monitor, and maintain department budget/fiscal records and reports
- Understand and resolve issues, complaints or problems
- Respond to formal complaints within the required timeline
- Prioritize and organize work

### **SPECIALIZED DUTIES:**

- Provide administrative support for the Director of Communication & Community Engagement
- Support crisis and emergency communication planning and support, including usage of mass notification systems (Blackboard Connect, etc.)
- Schedule and coordinate communication professional development
- Assist in the planning, development, and dissemination of District communication materials, including newsletters, electronic flyers (Peachjar), and social media
- Assist in the planning and management of District events
- Handle and triage news media inquiries
- Provide administrative support for community engagement programs and select activities of Community Engagement Specialist
- Monitor and track news media and social media activity concerning the District and its schools
- Prepare communication and public relations materials and projects and assist in the coordination of communication projects and events
- Arrange and coordinate printing, distribution, and mailing of publications, with inside and outside service providers
- Write copy for news releases, memorandums, resolutions, and other routine copy as requested of the Superintendent and/or Director of Communication
- Maintain files, mailing lists, and accounting records of office budget
- Assist in overall management of communication office, including purchase of supplies and purchase/maintenance of equipment
- Conduct research and prepare reports related to communication activities including but not limited to survey data, market research, social media and communication material/publication analytics
- Assist in the creation and maintenance of District website content
- Prepare, organize, and analyze data using software such as Microsoft Excel
- Use communication platforms and technology, including mass notification systems, electronic flyer distribution, content management systems, e-mail marketing, etc., to help inform internal and external stakeholders of District news, events, and initiatives

### **PHYSICAL REQUIREMENTS:**

**Physical Abilities** include the usual and customary methods of performing the job's functions and require the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, touching and/or feeling; manual dexterity to operate a telephone and enter data into a computer.

**Significant physical abilities** include ability to sit at a desk, conference table, or in meetings of various configurations for extended periods of time; see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, computer screens and printouts; hear and understand speech at normal room levels and hear and understand speech on the telephone; speak in audible tones so that others may understand clearly in normal conversations.

### **WORK ENVIRONMENT:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.
- Employees in this position will be required to work indoors in a standard office environment and come in direct contact with district staff and the public.