

## **ADMINISTRATIVE ASSISTANT II**

### **DEFINITION:**

Under the general direction of the Department Director(s), perform a variety of responsible and difficult administrative, secretarial, and office support duties, requiring thorough knowledge of the assigned department, division, school site, or program, its procedures, and operational details; plan, coordinate, and organize office activities and coordinate flow of communications and information for the Director(s)..

### **QUALIFICATIONS:**

A combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. Additional experience, as outlined below, may be substituted for required education on a year-for-year basis. A typical combination includes:

#### **Experience:**

- Three (3) years of responsible and varied typing and clerical experience requiring some contact with the public.
- Two (2) years' experience in a public education setting is preferred.

#### **Education:**

- Equivalent to completion of twelfth grade.
- Possession of an Associate's Degree or equivalent college credit is preferred.

#### **Licenses and Certifications:**

- Typing Certificate of forty (40) words per minute(wpm).

### **DISTINGUISHING CHARACTERISTICS:**

Positions in the Administrative Assistant class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level, after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.. Administrative Assistant II is the secondary level classification in the series and typically reports to an assigned Department Director(s). This position provides secretarial and clerical support, requiring competencies such as the ability to carry out projects that involve data from other departments and sites, research and gather data for reports and special studies. This position demands a higher level of initiative, experience, and proficiency in software and office management, as well as the ability to work with more autonomy and provide support to higher-level Department Director(s).

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

- Acts as an Administrative Assistant to an assigned Department Director(s), performing a wide variety of complex and responsible clerical and administrative support duties
- Serves as the first point of contact and liaison between Department Director(s), Teachers, District personnel, volunteers, and the general public; screens visitors, emails, and mail; initiates and answers telephone calls
- Plans, coordinates, and organizes office activities and coordinate flow of communications and information; ensures smooth and efficient department operations
- Responds to questions and provides information on department/assigned program policies and procedures; refers inquiries as appropriate
- Maintains records, databases, and files regarding department administrative activities including files of confidential material

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- Coordinates travel arrangements; maintains appointment schedules and calendars
- Arranges meetings, trainings, conferences, and other special events; reserves rooms and equipment for meetings as needed
- Collaborates with other staff and may assist in orientation of new hires
- Performs clerical duties related to department activities, such as typing, filing, and distributing mail
  
- Oversees and maintains department website content to ensure information is readily available
- Composes correspondence independently or with only general direction or review; proofreads a variety of documents
- Reviews registration forms; processes applications and coordinates volunteers; tracks staff absences
- Performs various general clerical accounting assignments; assists in the preparation and administration of the department budget by organizing financial materials, tracking expenditures, and ensuring accurate fiscal records are kept for various programs and department accounts
- Monitors inventory levels of office and designated supplies; orders, receives, and maintains appropriate levels of inventory and supplies as required; reviews and processes purchase orders, requisitions, and invoices as assigned
- Researches, compiles, and reviews data for special projects, audits, and various reports as requested
- Collects data from office records for use by assigned Department Director(s); ensures accuracy of reports, records, and data
- Operates a variety of office machines, equipment, and assigned software
- Communicates with personnel, vendors, and various outside agencies to exchange information and resolve issues or concerns
- May assist in preparing the agendas, assembling background materials, and typing minutes of meetings as assigned
- Performs other related duties as assigned that support the objective of the position

### **KNOWLEDGE:**

- Applicable laws, codes, regulations, standards, policies, and procedures
- Understanding of general office procedures, record-keeping, filing, and office management techniques
- Telephone techniques and etiquette; Business letter writing, editing, and proofreading techniques
- Basic mathematical skills; specific positions may require considerable statistical and arithmetical computations
- Basic clerical accounting including processing purchase orders, tracking budgets, and invoicing
- Methods of collecting, researching, and organizing data and information
- Correct English usage, grammar, spelling, punctuation, and vocabulary
- Oral and written communication skills
- Attention to detail and accuracy in data entry
- Operation of a computer, assigned software, and office equipment
- Interpersonal skills using tact, patience, and courtesy

### **ABILITIES AND SKILLS:**

- Plan, prioritize, and organize work to meet deadlines, schedules, and timelines
- Learn, understand, and apply School District policies, laws, rules, and regulations
- Perform a variety of responsible and difficult administrative, secretarial, and office support duties
- Coordinate the flow of communications and information for an assigned department, office, or school site
- Perform responsible clerical work and calculations with speed and accuracy

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- Maintain a variety of records, databases, and files
- Greet visitors, staff, and the public tactfully and courteously and answer questions in person, over the telephone, or via email
- Understand and carry out oral and written directions
- May occasionally be asked to work evenings and weekends on a voluntary basis
- Use a computer, assigned software, and office equipment
- Establish and maintain cooperative and effective working relationships with those contacted in the course of work
- Communicate clearly and concisely, both verbally and in writing
- Work independently and collaboratively as part of a team
- Adaptability and flexibility in a fast-paced environment

### **PHYSICAL REQUIREMENTS:**

**Physical abilities** include the usual and customary methods of performing the job's functions 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 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.