

## **ADMINISTRATIVE ASSISTANT**

### **DEFINITION**

Under general supervision, provides administrative support for assigned programs, management, and departmental staff; performs daily administrative activities of an assigned department, division or program(s) to ensure efficient and effective operations; provides customer service to County Office of Education staff and the general public over the phone, in person or via email; and performs related duties as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned management and supervisory personnel. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This is the journey-level classification in the administrative support series. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Administrative Technician in that the latter performs the more complex work assigned to the series that requires in depth technical knowledge and skill.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Provides administrative support for assigned program(s), management, and departmental staff; acts as a liaison between management, related Districts, other staff, external agencies/community partners, contractors, and/or the public, coordinating resolutions to issues or problems which may arise.
- Schedules and/or coordinates logistics for both internal and external meetings, conferences, trainings, workshops, and other related events; coordinates facility reservations, catering, contracts, and other necessary processes; sets up equipment and supplies for meetings and other events as needed; takes, transcribes and distributes minutes as directed.
- Compiles information and prepares, reviews, and/or maintains a variety of records, logs, surveys, and reports related to programs, students, attendance, staff, projects, professional development, and assigned duties; establishes and maintains filing systems; revises, verifies, proofreads and edits a variety of documents; ensures submittal of mandated reports to appropriate agencies/funders.
- Communicates with personnel, outside agencies, and other external parties/community partners to exchange and verify information, request and provide materials, coordinate activities, and resolve issues or concerns.

- Inputs a variety of data into an assigned computer system; compiles and verifies a variety of related data and information; collaborates with management and departmental staff to update, review, and maintain websites including ensuring public information is accurate and accessible (e.g., resolving broken hyperlinks and revising orthographic/grammatical errors); updates and maintains automated records, files, and databases; initiates queries, develops spreadsheets, manipulates data and generates various computerized lists and reports as requested; identifies and resolves discrepancies in statistical data and information.
- Performs a variety of clerical accounting duties as assigned; monitors funds for income and expenditures; reviews budgetary data, purchase orders, and account balances; processes reimbursement claims for expenses; drafts contracts, collects insurance and tax forms, and ensures payment for approved contractors/partners; and maintains financial and statistical records and files.
- Composes a variety of materials including inter-office and external communications, forms, letters, memoranda, bulletins, agenda items, labels, fliers, requisitions, handbooks, newsletters, brochures, certificates, contracts, webpages, and other materials; formats materials to meet program and office needs.
- Screens calls, visitors, and mail; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; directs callers to appropriate staff; assists the public and directs the public to appropriate locations/staff.
- Performs or assists with special projects as assigned by management staff.
- Performs a variety of office support duties; opens and routes mail; monitors inventory level of office and designated supplies; orders, maintains, and receives office and designated supplies; distributes, collects, processes, maintains, and duplicates a variety of related forms, applications, and records which may include assisting with the preparation, processing, and maintenance of grant information and related materials.
- Maintains working and official departmental files and records, including assigned databases and program files.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS**

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade; and
- Three (3) years of increasingly responsible office support experience.

### **Licenses and Certifications:**

This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc.

**Knowledge of:**

- Practices and methods of office management and administration, including the use of standard office equipment.
- Information gathering, data collection, and reporting techniques, methods, and procedures.
- Business letter writing and the standard format for reports and correspondence.
- Basic accounting practices, procedures and terminology.
- Business arithmetic and basic financial and statistical techniques.
- Principles and practices of record keeping and records management.
- County Office of Education and mandated safety rules, regulations, and protocols.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Perform responsible administrative support work with accuracy, speed, and minimal supervision.
- Gather and compile information from a variety of sources.
- Evaluate alternatives and make judgments within established policy and procedural guidelines.
- Participate in budget administration, including tracking and monitoring expenditures.
- Prepare and maintain accurate and precise written documents such as reports, records, forms, agendas, presentations, and correspondence.
- File and maintain automated and hardcopy records with accuracy.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to the work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers

open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.