COLTON-REDLANDS-YUCAIPA REGIONAL OCCUPATIONAL PROGRAM

CLASS TITLE: ADMINISTRATIVE ASSISTANT II

BASIC FUNCTION:
Under the direction of the Superintendent and/or designee, perform varied, responsible and confidential program support duties to assist the manager as well as relieve the manager of administrative and clerical detail; plan, coordinate and organize office and campus-based activities and coordinate flow of communications for the assigned manager; serve as a point of contact for campus-based staff, teachers and partner district staff. In addition to performing their own duties, the Administrative Assistant II may be assigned to oversee the work of other Administrative Assistants in the department or organization and ensure that all administrative tasks are completed accurately and on time.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Perform varied, responsible, and confidential program support duties to assist the manager as well as relieve the manager of administrative and clerical detail; plan, coordinate and organize office and campus-based activities; assure smooth and efficient office operations.

Work effectively as a team member with ROP, district, community college, business, and others from outside agencies; handle multiple tasks and priorities simultaneously.

Assist in developing and maintaining the budget for an assigned manager as directed; monitor income and expenditures; prepare budget information; verify availability of funds.

Assist assigned manager by performing research and special projects; provide leadership for coordinating curriculum projects and work as requested; prepare curricular reports and documents.

Represent the assigned manager by responding to requests, complaints, and questions from staff and the public by phone and written communication; receive, screen, and route telephone calls; greet and assist visitors; refer calls or visitors to appropriate staff members.

Coordinate flow of communications; take messages; respond to inquiries and provide information concerning program procedures, policies, and activities.

Compose, type, and format independently or from oral instructions, note or rough draft, a variety of materials and documents including inter-office communications, requisitions, forms, spreadsheets, schedules, letters, memoranda, lists, handbooks, agenda items, bulletins, fliers, work orders, newsletters, and other materials; review and proofread a variety of documents.

Develop and implement office procedures to assure complete and timely operations; create office forms to facilitate workflow.

Prepare and maintain a variety of data, records, and reports; process and monitor financial activity, personnel, student information; assure accuracy and completeness of data, records, and reports; establish and maintain filing systems.

Compile and verify information and input into assigned computer system; maintain automated records; generate computerized reports according to established procedures and timelines; process a variety of forms and applications; duplicate materials as needed.

Schedule meetings, conferences, seminars, and appointments as assigned; maintain various calendars; coordinate special projects and events as assigned; arrange and schedule travel accommodations and hotel reservations as necessary.

Organize and facilitate meeting arrangements; attend and participate in a variety of assigned meetings; take, prepare, and distribute a summary of minutes; take and transcribe dictation as assigned by the position.

Operate a variety of office equipment including a calculator, copier, fax machine, computer, and assigned software.

Communicate with ROP personnel and various outside agencies to exchange information, coordinate activities and resolve issues or concerns related to programs, services, and assigned activities.

Support social media submissions.

Receive, open, sort, screen, and distribute incoming mail; compose replies independently or from oral direction; prepare and distribute informational packets and bulk mailings.

Monitor inventory levels of office supplies and materials; order, receive and maintain inventory of office supplies and materials.

Collect various monies and fees for assigned offices and programs as directed.

Organize and maintain electronic and paper files and records, including confidential and sensitive materials.

Research, develop, and analyze data and topics related to career technical education programs.

Design and write promotional materials, correspondence, compile data, reports, and other documentation.

Lead and train other administrative staff, providing guidance and support as needed.

OTHER DUTIES:
Assist other programs and departments as assigned; assist with registration activities as directed.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Policies and objectives of assigned program and activities.
ROP organization, operations, policies, and objectives.
Budget management and record-keeping techniques.
Current office practices, procedures, and equipment.
Telephone techniques and etiquette.
Applicable laws, codes, regulations, policies, and procedures.
Public relations techniques.
Correct English usage, grammar, spelling, punctuation, and vocabulary.
Planning and coordination of activities and events.

Interpersonal skills using tact, patience, and courtesy.
Oral and written communication skills.
Operation of a computer and assigned software.
Methods of collecting and organizing data and information.
Business letter and report writing, editing, and proofreading.
Basic mathematics.

ABILITY TO:
Perform varied and responsible program support duties to assist as well as relieve the manager of administrative and clerical detail.
Plan, coordinate, and organize office activities and coordinate the flow of communications for the assigned manager.
Maintain confidentiality of privileged and sensitive information.
Work independently with minimal direction.
Determine appropriate action within clearly defined guidelines.
Compose correspondence and written materials independently or from oral instructions.
Establish and maintain cooperative and effective working relationships with others.
Interpret, apply, and explain laws, codes, rules, regulations, policies, and procedures.
Type or input data at 40 words per minute from clear copy.
Operate a variety of office equipment including a computer and assigned software.
Maintain a variety of records, logs, and files.
Meet schedules and timelines.
Prioritize and schedule work.
Answer telephones and greet the public courteously.
Complete work with many interruptions.
Compile and verify data and prepare reports.
Communicate effectively both orally and in writing.
Add, subtract, multiply, and divide quickly and accurately.

EDUCATION AND EXPERIENCE:

Required: Bachelor's degree in Business Administration, Public Administration or related field and 3 years of work experience providing administrative support to an individual.
Employees who were hired before June 30, 2023, will be grandfathered into their current position regardless of changes made to their job qualifications. This means that any changes to the job qualifications of an employee hired prior to June 30, 2023, will not result in a loss of employment, demotion, or reduction in pay or benefits. This provision does not apply if the employee is promoted or applies for a new position within the organization. Employees hired on or after July 1, 2023, will be subject to the changes made to the job descriptions that are effective on July 1, 2023.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Constant interruptions.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person or on the telephone.
Sitting or standing for extended periods of time.
Seeing to read a variety of materials.

Bending at the waist, kneeling, or crouching to file materials.