

# CLASSIFICATION SPECIFICATION

## Administrative Assistant II

FT/PT Class Code: 4104, 4604      Pay Grade: B/C 08      FLSA: Non-Exempt      Est. 07/01/14

**SUMMARY STATEMENT:** An incumbent is responsible for providing intermediate administrative support to an administrative or technical supervisor and unit staff.

### **NATURE AND SCOPE:**

An incumbent reports to an administrative or technical supervisor and may supervise subordinates and/or College Work Study students. The incumbent serves in a liaison capacity between the supervisor and faculty, the public and/or other departments within the College. Assignments require evaluative thinking and are carried out in accordance with standard administrative support practices, operational procedures and policies, and general work instructions. This class is differentiated from the Administrative Assistant I class by the greater diversity and complexity of duties assigned. Work includes intermediate administrative support; managing campus/department records and files pertaining to personnel, technical, administrative, and/or financial activities; organizing and coordinating administrative details for several functional or statewide program components with the College's other programs/functions or with other state/federal agencies and private businesses; and executing follow-up and tracking to ensure accuracy of data, inclusion of supporting documentation, and adherence with deadlines and procedures. Incumbents assist supervisor by performing such duties as composing and signing routine correspondence, composing correspondence and reports for supervisor's signature that entails knowledge of programs, policies, procedures, rules, and regulations; preparing agendas for meetings; maintaining liaison between supervisor and other staff personnel, state/federal agencies and the public on routine matters; and disseminating directives.

### **PRINCIPAL ACCOUNTABILITIES:**

***An incumbent may perform any combination of the below listed accountabilities:***

1. Acts as liaison between supervisor and faculty, other departments, students, and the public and provides guidance on routine matters.
2. Composes, formats and types memoranda, correspondence, reports, financial/legal documents, contracts, cases, charts, and similar materials from written drafts using word processing software. Materials may contain difficult terminology and confidential information.
3. Reviews and routes incoming mail; composes routine reply for employer's signature; maintains a follow-up filing system on correspondence; may forward copies of correspondence to other department officials for their information and response.
4. Answers telephone, gives routine information to callers, transfers calls to appropriate official, places outgoing calls, and schedules appointments for supervisor resulting from public contact. Greets visitors, ascertains nature of business, and directs visitors to appropriate staff person.

**PRINCIPAL ACCOUNTABILITIES, cont'd:**

5. Arranges details for staff, Board, committee, commission, and other meetings, conferences, hearings, and travel, including schedules, reservations, location of function, seating of guests, and other scheduling responsibilities; completes expense forms; takes or arranges for the taking of minutes of meetings, conferences, etc.
6. Establishes and maintains complex filing system for the unit, including follow-up files. Orders supplies.
7. Keeps a variety of unit records, such as staff time and leave, financial documents, and other records. Collects and compiles data into final form for review of supervisor. Maintains a variety of spreadsheets.
8. Analyzes routine operating practices and procedures to include recordkeeping, workflow, cost reduction, equipment, and supply utilization, etc. to ensure smooth and efficient office operation.
9. Maintains databases and prepares statistical reports. Tracks budget expenditures on spreadsheet and performs research and other duties related to budget preparation. Processes registrations and payments for students as assigned. Processes travel requests, including calculating mileage, researching per diem rates and lodging allotments. Collects receipts and reconciles credit card.
10. May supervise clerical employees and/or College Work Study students.
11. Performs other related duties as required.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- ◇ Knowledge of administrative principles and procedures.
- ◇ Knowledge of business math and bookkeeping.
- ◇ Knowledge of unit operations, services, programs, and College/campus organization.
- ◇ Knowledge of word processing, spreadsheet, and database software.
- ◇ Knowledge of business English, grammar, punctuation, spelling, and composition.
- ◇ Knowledge of filing and recordkeeping techniques and procedures.
- ◇ Excellent keyboarding, word processing, communication, decision-making, critical thinking, and organizational skills.
- ◇ Good interpersonal and communication skills.
- ◇ Skill in searching files and records for information.
- ◇ Skill in recording and compiling data accurately.
- ◇ Ability to effectively communicate, both orally and in writing.
- ◇ Ability to oversee the work of clerical/support employees.
- ◇ Ability to read, apply, and explain rules, regulations, policies, and procedures.

**MINIMUM QUALIFICATIONS:**

- ◇ Associate degree in a relevant field and two (2) years of administrative support experience; or other equivalent combination of education and experience.