

## SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: **CLASSIFIED**

CLASS TITLE: **ADMINISTRATIVE ASSISTANT II  
(CONFIDENTIAL)**

SALARY TABLE: **29**

SALARY RANGE: **31+5%**

### **BASIC FUNCTION:**

Under the direction of an assigned administrator, perform a variety of highly skilled secretarial and administrative assistant duties to relieve the administrator of administrative and clerical detail; plan, coordinate and organize office activities and coordinate flow of communications, correspondence and information for the administrator; prepare and maintain a variety of manual and automated records and reports; maintain confidentiality regarding issues related to negotiations and collective bargaining matters.

### **DISTINGUISHING CHARACTERISTICS:**

The Administrative Assistant II classification performs varied and highly skilled administrative assistant duties requiring thorough understanding of a program, department or functional area. Incumbents provide primary secretarial support to a dean, associate dean or director of a major College-wide function. The Administrative Assistant III classification provides primary and complex secretarial support to a Vice President or Executive Vice President. Incumbents require thorough knowledge of division organization, operations, policies and procedures. The Administrative Assistant I classification provides primary support to a supervisor, manager, department chair or director of a small department. Incumbents relieve the assigned supervisor of administrative and clerical detail.

### **REPRESENTATIVE DUTIES:**

#### **ESSENTIAL DUTIES:**

Perform a variety of highly skilled secretarial and administrative assistant duties to relieve the administrator of administrative and clerical detail; assure smooth and efficient office operations, and proper and timely completion of projects and activities; plan, coordinate and organize office activities and coordinate flow of communications and information for the administrator.

Serve as the primary secretary to the assigned administrator; provide public relations and communication services; initiate and receive telephone calls; take, retrieve and relay messages as needed; schedule and arrange appointments, conferences, meetings and other events.

Receive visitors, including administrators, staff, students and the public; provide assistance or direct to appropriate staff; exercise independent judgment in resolving a variety of issues; refer difficult issues to the administrator; provide technical information related to program, function or department operations and related standards, requirements, laws, rules, regulations, policies and procedures.

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Compose, independently or from oral instructions, note or rough draft, a variety of materials such as inter-office communications, forms, letters, instructional materials, memoranda, surveys, announcements, bulletins, agenda items, lists, manuals, programs, certificates, schedules, catalogs, brochures, labels, fliers, notices, newsletters, advertisements and other materials.

Compile information and prepare and maintain a variety of records, logs and reports related to programs, projects, students, financial activity, budgets and assigned duties; establish and maintain filing systems; review, revise, edit, format and proofread a variety of documents and information.

Input and update a variety of data in an assigned computer system; establish and maintain automated records and files; initiate queries, develop charts and spreadsheets, and generate various computerized lists, reports and documents as required; assure accuracy of input and output data.

Research, compile and verify a variety of data and information; compute statistical information for various reports; process and evaluate a variety of forms, applications and paperwork; duplicate, assemble, distribute, collect, verify and assure accuracy and completeness of various documents.

Coordinate and attend a variety of meetings as assigned; prepare and send out notices of meetings; compile and prepare agenda items and other required information and materials for meetings and other events; take, transcribe and distribute minutes as directed.

Perform a variety of clerical accounting duties in support of assigned activities as required; monitor funds for income and expenditures; assist in assuring expenditures to do not exceed established budget limitations as assigned; calculate, prepare and revise accounting and budgetary data; balance and reconcile assigned accounts and budgets as required; initiate transfers as directed.

Perform special projects and prepare various forms and reports on behalf of the assigned administrator; attend to administrative details on special matters as assigned.

Communicate with personnel, various outside agencies, students and the public to exchange information and resolve issues or concerns; communicate in a designated second language as assigned by the position.

Operate a variety of office equipment including a calculator, copier, fax machine, typewriter, computer and assigned software; perform minor maintenance and repairs on equipment as directed; arrange for equipment maintenance and repairs as needed.

Receive, sort and distribute mail as required; prepare and distribute informational materials and bulk mailings; contact others to request documents as needed.

Maintain appointment and activity schedules and calendars for the administrator; coordinate travel arrangements and hotel reservations as required; reserve facilities, equipment, services and supplies for meetings and other events as needed.

Monitor inventory levels of office and designated supplies; order, receive and maintain appropriate levels of inventory; prepare and process purchase orders, invoices and requisitions and arrange for

payments as assigned.

Process reimbursement claims as assigned; collect, deposit and account for various monies and fees as required.

Train and provide work direction and guidance to student workers as assigned.

Update and maintain website information as directed.

Maintain access to documents, information and discussions relating to collective bargaining activities; prepare information used in collective bargaining strategies as requested; participate in or take and prepare minutes for collective bargaining team; maintain confidentiality regarding issues related to negotiations and collective bargaining matters.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Terminology, practices and procedures of assigned office.

Organization, operations, policies and objectives of assigned programs and activities.

Modern office practices, procedures and equipment.

Record-keeping and filing techniques.

Business letter and report writing, editing and proofreading.

General methods, procedures and terminology used in clerical accounting work.

Telephone techniques and etiquette.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Data control procedures and data entry operations.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

Oral and written communication skills.

Methods of collecting and organizing data and information.

Mathematic calculations.

**ABILITY TO:**

Perform a variety of highly skilled secretarial and administrative assistant duties to relieve the administrator of administrative and clerical detail.

Plan, coordinate and organize office activities and coordinate flow of communications, correspondence and information for the administrator.

Assure smooth and efficient office operations.

Compose correspondence and written materials independently or from oral instructions.

Learn, interpret, apply and explain laws, codes, rules, regulations, policies and procedures.

Perform a variety of clerical accounting duties in support of assigned activities.

Type or input data at an acceptable rate of speed.

Understand and resolve issues, complaints or problems.

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Answer telephones and greet the public courteously.  
Communicate in a designated second language as assigned by the position.  
Complete work with many interruptions.  
Compile and verify data and prepare reports.  
Maintain a variety of records, logs and files.  
Utilize a computer to input data, maintain automated records and generate computerized reports.  
Establish and maintain cooperative and effective working relationships with others.  
Meet schedules and time lines.  
Work independently with little direction.  
Communicate effectively both orally and in writing.  
Add, subtract, multiply and divide with speed and accuracy.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and four years of clerical or secretarial experience involving frequent public contact.

**LICENSES AND OTHER REQUIREMENTS:**

Some incumbents in this classification may be required to read, write and speak English and a designated second language.

**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 and 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.  
Reaching overhead, above the shoulders and horizontally.