

SAN LUIS OBISPO COUNTY OFFICE OF EDUCATION

JOB TITLE: ADMINISTRATIVE ASSISTANT II

REPORTS TO: Assigned supervisor

SUPERVISES: No supervisory responsibilities.

DEFINITION:

Serve as primary Administrative Assistant to assigned administrator or program. Perform responsible clerical and administrative assistant duties to relieve the administrator of clerical detail. Plan, coordinate and organize activities and coordinate flow of communications and information for the administrator. Prepare and maintain manual and automated records and reports related to program activities.

DISTINGUISHING CHARACTERISTICS:

This level is distinguished from the Administrative Assistant I level in that it performs full clerical, administrative, and general office duties of a responsible nature. Has thorough knowledge of business and operations procedures. Exercises independent judgment and discretion in performing clerical tasks. Functions performed at this level have program-level visibility that can affect public perception.

QUALIFICATIONS:

Required:

1. High school diploma or equivalent.
2. Five years of clerical or administrative assistant experience involving frequent public contact, or an AA degree plus three years' experience.
3. Federal Bureau of Investigation and the California Department of Justice fingerprint clearance as required by California Education Code.
4. Valid California Driver's License.

KNOWLEDGE AND ABILITY:

1. Knowledge of modern office practices, procedures and equipment.
2. Knowledge of terminology, practices and procedures of assigned office.
3. Knowledge of record-keeping and filing techniques.
4. Knowledge of telephone techniques and etiquette.
5. Knowledge of correct English usage, grammar, spelling, punctuation and vocabulary.
6. Knowledge of operation of a computer and assigned software.
7. Ability to learn SLOCOE organization, operations, policies and objectives.
8. Ability to communicate effectively both verbally and in writing.
9. Ability to complete work with frequent interruptions.
10. Ability to perform mathematic calculations with speed and accuracy.
11. Ability to learn, interpret, apply and explain laws, codes, rules, regulations, policies and procedures.
12. Ability to work confidentially with discretion.
13. Ability to maintain regular and reliable attendance.
14. Ability to work independently, prioritize and manage multiple tasks and effectively apply time management skills.
15. Ability to establish and maintain positive and effective working relationships with diverse populations.
16. Ability to understand and carry out assignments in a neat, orderly, accurate, and timely fashion following verbal or written instructions with minimal supervision.
17. Ability to exercise sound judgments and decisions and to evaluate the results of those judgments and decisions.
18. Ability to deal with problems or issues involving several variables in standardized situations that arise within the scope, authority, and skill set of the classification.

ESSENTIAL FUNCTIONS:

1. Receive, open, sort and distribute mail. Plan, coordinate and organize program area activities and coordinate flow of communications and information to ensure smooth and efficient program operations. Monitor related functions to comply with established laws, rules, regulations, policies and procedures.
2. Perform public relations and communication services for the administrator. Receive, screen and route telephone calls, emails, and messages. Receive and communicate with visitors, including administrators, staff, parents and the public, to exchange information, request and provide materials, coordinate activities and resolve issues or concerns. Exercise independent judgment in resolving a variety of issues. Refer difficult issues to the administrator. Provide technical information and assistance related to program area or SLOCOE operations and related laws, rules, regulations, policies and procedures.
3. Communicate with SLOCOE personnel, governmental agencies and outside organizations to exchange information, request and provide materials, coordinate activities and resolve issues or concerns regarding program area.
4. Coordinate, schedule and attend meetings, workshops and other events. Prepare and send out notices of meetings. Compile and prepare agenda items and other required information for meetings, workshops and other events. Set up equipment and supplies for meetings and other events. Take, transcribe and distribute minutes.
5. Maintain appointment and activity schedules and calendars. Coordinate travel arrangements and hotel reservations. Process reimbursement claims. Reserve facilities and equipment for meetings and other events.
6. Compile information and prepare and maintain records, logs and reports related to programs, students, financial activity, budgets, attendance, staff, projects and assigned duties. Establish and maintain filing systems. Review, revise, format, verify, proofread and edit documents.
7. Collect and input data into an assigned computer system. Establish and maintain automated records and files. Initiate queries, develop spreadsheets, manipulate data and generate various computerized lists and reports. Ensure accuracy of input and output data. Distribute, collect, process and evaluate forms and applications related to assigned functions. Report student information and other data to state agencies.
8. Compose, independently or from verbal instructions, note or rough draft, a variety of materials. Create and edit documents including inter-office communications, forms, letters, memoranda, bulletins, agenda items, labels, fliers, requisitions, handbooks, newsletters, brochures, certificates, contracts and other documents and materials. Format materials to meet program and office needs. Develop and maintain program area web pages. Prepare and distribute informational packets and bulk mailings.
9. Perform clerical accounting duties in support of assigned program area or office using accurate mathematical calculations. Monitor income and expenditures, and assist in ensuring expenditures do not exceed budget. Produce and audit budget reports. Prepare, process and code purchase orders and invoices. Arrange for billings and payments. Collect various monies and fees for assigned office or programs and prepare deposits as needed.
10. Perform special projects and prepare forms and reports on behalf of the assigned administrators, which may include researching, compiling and verifying a variety of data and information and/or computing statistical information for reports. Compile and duplicate reports for large and small groups as necessary.
11. Assist with the preparation, processing and maintenance of grant information, records and related materials.
12. Monitor inventory levels of office and designated SLOCOE supplies. Order, receive and maintain appropriate levels of inventory.
13. Perform related duties within the scope and skill level of the classification.

ENVIRONMENT:

1. Office or school environment.
2. Constant interruptions.

PHYSICAL DEMANDS:

1. Hearing and speaking to exchange information in person or on the telephone.
2. Dexterity of hands and fingers to operate computer keyboard and office equipment.
3. Seeing to read a variety of materials.
4. Sitting or standing for extended periods of time.
5. Physical agility to lift approximately 15 pounds to shoulder height.
6. Lifting, carrying, pushing or pulling light objects.

HAZARDS:

Contact with dissatisfied or abusive individuals.

Grade Allocation: 27
Adopted: 7/1/04
Revised: 3/24/10; 3/24/16