

SAN LUIS OBISPO COUNTY OFFICE OF EDUCATION

JOB TITLE CLASS TITLE: CONFIDENTIAL ADMINISTRATIVE ASSISTANT

REPORTS TO: Assigned supervisor
SUPERVISES: No supervisory responsibilities.

DEFINITION:

Under minimal supervision, performs complex confidential clerical and administrative assistant duties in support of management. Responsible for highly confidential clerical duties related to all Interest-Based Bargaining groups. Plans, coordinates and organizes office activities and coordinates flow of communications and information; prepares and maintains a variety of manual and automated records and reports related to assigned activities. Performs responsible technical duties related to maintaining and operating substitute placement and absence tracking system and related human resources functions.

QUALIFICATIONS:

Required:

1. High school diploma or equivalent.
2. Six years increasingly responsible clerical or administrative assistant experience involving frequent public contact, or an AA degree plus four years' experience.
3. Proven ability to maintain sensitive and confidential information.
4. Federal Bureau of Investigation and the California Department of Justice fingerprint clearance as required by California Education Code.
5. Valid California Driver's License.

Desired:

1. Human Resources experience.

KNOWLEDGE AND ABILITY:

KNOWLEDGE OF:

1. Modern office practices, procedures and equipment.
2. Terminology, practices and procedures of assigned office.
3. Minute-taking and preparation techniques.
4. Effective employer-employee relations techniques.
5. Record-keeping and filing techniques.
6. Telephone techniques and etiquette.
7. Correct English usage, grammar, spelling, punctuation and vocabulary.
8. Operation of a computer and assigned software.
9. Mathematic calculations.
10. Business letter and report writing, editing and proofreading.
11. Methods, procedures and terminology used in clerical accounting work.
12. Data control procedures and data entry operations.
13. Record retrieval and storage systems.
14. Basic public relations techniques.
15. Methods of collecting and organizing data and information.
16. SLOCOE operations, policies and objectives.
17. Applicable laws, codes, regulations, policies and procedures.

ABILITY TO:

18. Perform a variety of complex clerical and administrative assistant duties to relieve the administrator of administrative and clerical detail.
19. Perform a variety of clerical accounting duties in support of Human Resources.
20. Work independently with little direction.
21. Work confidentially with discretion, and maintain confidential information regarding employer-employee relations.

22. Learn SLOCOE organization, operations, policies and objectives.
23. Answer telephones and greet the public courteously.
24. Maintain a variety of records, logs and files.
25. Operate a variety of office equipment including a computer and assigned software.
26. Utilize a computer to input data, maintain automated records and generate computerized reports.
27. Understand and follow oral and written directions.
28. Compose effective correspondence independently or from verbal instructions.
29. Communicate effectively both verbally and in writing.
30. Establish and maintain cooperative and effective working relationships with others.
31. Demonstrate interpersonal skills using tact, patience and courtesy.
32. Complete work with many interruptions.
33. Meet schedules and time lines.
34. Compile, prepare, and verify comprehensive reports concerning a broad spectrum of subject matter.
35. Receive, sort, screen and distribute mail.
36. Perform mathematic calculations with speed and accuracy.
37. Plan, coordinate and organize department or site activities and coordinate flow of communications and information for the administrator.
38. Learn, interpret, apply and explain laws, codes, rules, regulations, policies and procedures.
39. Understand and resolve issues, complaints or problems.
40. Develop, advocate, and present management positions.
41. Plan, organize, prioritize, and schedule work for support staff.
42. Determine appropriate action within clearly defined guidelines.
43. Maintain regular and reliable attendance.

ESSENTIAL FUNCTIONS:

1. Perform responsible administrative and technical duties related to maintaining and operating substitute placement and absence tracking system. Ensure adequate staff coverage on a daily basis. Contact substitutes and administrators to coordinate and ensure proper staff coverage for unfilled positions. Troubleshoot substitute placement and absence tracking program errors. Assist SLOCOE staff and substitutes with reporting and logon issues. Update employee profiles, address changes, and schedules. Run reports to monitor substitute activity. Maintain current list of substitutes and absences. Ensure accuracy of absences in both substitute placement and absence tracking system and employee database. Provide information to all new hires. Prepare and distribute informational packets and bulk mailings.
2. Perform complex clerical and administrative assistant duties to relieve the administrator of administrative and clerical detail; plan, coordinate and organize department activities and coordinate flow of communications and information to assure smooth and efficient operations; monitor related functions to comply with established laws, rules, regulations, policies and procedures.
3. Serve in a confidential (non-represented) capacity regarding employer-employee relations. Take meeting minutes, refine and distribute minutes in a timely manner. Revise and update union contracts, produce memorandums of understanding and tentative agreements. Access confidential information that is used to contribute significantly to the development of management positions.
4. Compile information and prepare and maintain a variety of records, logs and reports related to programs, financial activity, budgets, attendance, staff, projects and assigned duties; establish and maintain filing systems; review, revise, verify, proofread and edit a variety of documents; prepare and process reports.
5. Serve as primary administrative assistant to the assigned administrator; perform public relations and communication services for the administrator; receive, screen and route telephone calls; take, retrieve and relay messages as needed; schedule and arrange appointments, conferences and other events.
6. Receive visitors, including employees, administrators, staff, and the public; provide information or direct to appropriate personnel; exercise independent judgment in resolving a variety of issues; refer difficult issues to the administrator as needed; provide technical information and assistance related to department or SLOCOE operations and related laws, rules, regulations, policies and procedures.
7. 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; assure accuracy of input and output data.
8. Compose, independently or from oral instructions, note or rough draft, a variety of materials such as inter-office communications, forms, letters, memoranda, bulletins, agenda items, labels, fliers, requisitions, handbooks, newsletters, brochures, certificates, contracts and other materials; format materials to meet needs;

develop and maintain department or site web pages.

9. Collect monies and fees for assigned office or programs as required; prepare deposits.
10. Perform clerical accounting duties in support of department; monitor income and expenditures; assure expenditures do not exceed established budget limitations; calculate, prepare and revise accounting and budgetary data; balance and reconcile assigned accounts and budgets; assist with budget development and preparation; maintain various financial and statistical records and files; prepare, process and code purchase orders and invoices as assigned; arrange for billings and payments.
11. Operate office equipment including a calculator, copier, fax machine, typewriter, computer and assigned software; arrange for equipment repairs.
12. Communicate with SLOCOE personnel, governmental agencies and various outside organizations to exchange information, request and provide materials, coordinate activities and resolve issues or concerns regarding assigned department.
13. Monitor inventory levels of office and designated SLOCOE supplies; order, receive and maintain appropriate levels of inventory.
14. Receive, open, sort, screen and distribute mail; compose replies independently or from oral direction; prepare and distribute informational packets and bulk mailings.
15. Perform special projects and prepare various forms and reports on behalf of the assigned administrator; attend to administrative details on special matters.
16. Research, compile and verify a variety of data and information; compute statistical information for various reports as necessary; identify and resolve a variety of financial and statistical discrepancies; assure mandated reports are completed and submitted according to established time lines; distribute, collect, process and evaluate forms and applications related to assigned functions; duplicate and distribute materials as needed; assist with the preparation, processing and maintenance of grant information, records and related materials.
17. Coordinate, schedule and attend a variety of 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 as needed; take, transcribe and distribute minutes.
18. 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.
19. Train and provide work direction and guidance to designated clerical personnel as assigned; provide input concerning employee interviews and evaluations as requested; assign clerical staff duties and review work to assure accuracy, completeness and compliance with established guidelines.
20. Perform related duties as assigned within the scope and skill level of the classification.

ENVIRONMENT:

Office or school environment.
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 a 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: 31
Adopted: 7/1/04
Revised: 3/24/10; 4/27/16