



ADMINISTRATIVE SUPPORT ASSISTANT II

Reports to:	Supervisor or Manager, may report to a Director		
Dept:	Multiple	Range:	16
FLSA:	Nonexempt	EEO:	Secretarial/Clerical

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

BASIC FUNCTION:

Under general supervision, coordinate front-desk support for an assigned functional area; perform a variety of routine to specialized clerical and administrative support functions requiring program-specific knowledge of the terminology, procedures and practices applicable to the functional area; provide program enrollment support; schedule appointments/meetings and assist with events; process payroll; order and receive supplies; process purchase orders and invoices; and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

An Administrative Support Assistant II is distinguished from an Administrative Support Assistant III in that an incumbent in the latter class works with greater autonomy and recruits, screens and enrolls program participants.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Assist in the day-to-day operation of a program or department front desk; coordinate and assign front-desk coverage; provide routine administrative support including answering phones and emails, coordinating with other centers/programs in shared space, providing information on other student resources available and maintaining office supplies; may open or close room or building.
2. Greet, direct and provide general information to students, faculty and staff; answer questions regarding program/department policies, procedures, programs and services including clarification of enrollment requirements, the program application process, registration information and financial aid; respond to escalated questions and complaints over the phone or at a public counter; assist with the preparation of forms and documents, verify completeness and accuracy of information; schedule or admit students/customers in district services and programs.

3. Input data and prepare and process purchase requisitions, purchase orders and check requests; verify the accuracy of receipts and invoices, enter account codes, validate sufficiency of budget and process for payment; run general budget reports through spreadsheets and financial systems and calculate budget usage; prepare and process expense-related forms including travel requests and reimbursements, petty cash and expense reports.
4. Coordinate full and part-time staff payroll; collect and audit documentation supporting staff time logs and ensure conformance to work-hour restrictions; compute and categorize pay according to departmental/program billing accounts; ensure accurate usage of funding codes and calculate departmental/program billing; prepare timecards; provide confidential and efficient recordkeeping; assist the Payroll Department with resolution of payroll issues.
5. Using standard office software, compose and/or type memoranda, correspondence, reports, agreements, contracts, marketing materials, presentations, spreadsheets, forms and other documents; may take meeting minutes.
6. Create, develop, maintain and update specialized and custom forms, databases, logs, files, records and reports to support technical work processes in areas of responsibility; design, develop and maintain spreadsheets and databases requiring data interpretation and manipulation; track and maintain federal, state, grantor and district-required data and student outcomes and prepare for submission or reporting.
7. Schedule appointments and make meeting arrangements; assist with the development and coordination of departmental special events; assist with setup and cleanup for various meetings and events; contact vendors for food orders, marketing materials, supplies and audio visual equipment; handle other meeting and event logistics including soliciting volunteers and coordinating student workers.

OTHER DUTIES:

1. Provide backup to other department staff as needed.
2. Contact campus police or custodial staff as needed.
3. Schedule facility use and room assignments by internal and external users and maintain facility-use calendar; submit appropriate work requests; prepare invoices for external groups as required.
4. Train and provide work direction to other clerical staff and student workers as assigned.
5. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
2. Modern office practices, procedures and equipment including computers and applicable software programs.
3. The district's student recordkeeping and general accounting systems, practices and procedures for processing student information and interpreting input and output data.
4. District practices and procedures for budgeting, purchasing and maintaining public records.
5. Payroll procedures and operations.
6. Math and basic accounting techniques.
7. Operations, services and activities of a community college district.
8. Common student needs, issues and concerns applicable to area of assignment.
9. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
10. District organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
11. Safety policies and safe work practices applicable to the work.

When Assigned to Health Services:

12. Medical terminology sufficient to screen clients, maintain records and file claims.
13. HIPAA regulations as they pertain to client information and records.

ABILITY TO:

1. Assign and review the work of student workers and lower-level staff.
2. Oversee the daily operations of program or department front desk.
3. Compose clear, concise and comprehensive analyses, correspondence, reports, studies, agreements, presentations and other written materials from brief instructions.
4. Establish priorities and work effectively and independently with many demands on time.
5. Analyze situations accurately and adopt effective courses of action.
6. Maintain confidentiality of district and student files and records.
7. Make calculations/tabulations and accurately process and review fiscal and related documents.
8. Assist in preparing and monitoring a program or department budget.

9. Track statistical information utilizing complex spreadsheets and databases.
10. Communicate effectively, both orally and in writing.
11. Understand and follow written and oral instructions.
12. Operate a computer and standard business software.
13. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
14. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from high school or GED equivalent, and two years of clerical/administrative support experience; or an equivalent combination of training and experience. An associate degree is preferred and may be required to advance to higher levels in the class series.

LICENSES AND OTHER REQUIREMENTS:

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Work direction to lower-level staff, student employees and temporary staff.

CONTACTS:

District administrators, faculty, staff, students and the general public.

PHYSICAL EFFORT:

The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily sedentary with intermittent standing, walking, bending, stooping, kneeling, or crouching; occasional lifting, carrying, pulling, and/or pushing of objects weighing up to 50 pounds; ability to travel to various locations on and off campus as needed to conduct district business.

EMOTIONAL EFFORT:

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:

Indoor office environment and outside environment with exposure to sun or cold weather for extended periods; subject to frequent contact and interruptions by individuals in person or by phone; intermittent exposure to angry and/or verbally aggressive individuals; may be required to work evening hours on an as-needed basis; may work at any district location.