

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

CLASS TITLE: ADMINISTRATIVE ASSISTANT III

SALARY TABLE: 29

SALARY RANGE: 34

BASIC FUNCTION:

Under the direction of a Vice President, perform a variety of highly skilled and complex secretarial and administrative assistant duties to relieve the Vice President of administrative and clerical detail; plan, coordinate and organize office activities and coordinate flow of communications, correspondence and information for the Vice President; prepare and maintain a variety of manual and automated records and reports.

DISTINGUISHING CHARACTERISTICS:

The Administrative Assistant III classification provides primary and complex secretarial support to a 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. 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, assistant dean or director of a major College-wide function.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of highly skilled and complex secretarial and administrative assistant duties to relieve the Vice President of administrative and clerical detail; assure smooth and efficient office operations, and proper and timely completion of projects and activities; provide input to the Vice President concerning administrative time lines and priorities; plan, coordinate and organize office activities and coordinate flow of communications and information for the Vice President.

Serve as the primary secretary to the Vice President; provide public relations and communication services; initiate and receive telephone calls; take, retrieve and relay messages as needed; respond to requests, complaints and questions, representing the Vice President by phone and written communication; schedule and arrange appointments, conferences, in-services and other events.

Receive visitors, including administrators, staff, students and the public; provide assistance or direct to appropriate staff; exercise independent judgment in resolving various issues and conflicts; refer difficult issues to the administrator; interpret and provide technical information concerning Division operations and related standards, requirements, laws, rules, regulations, policies and procedures.

Compose, independently or from oral instructions, note or rough draft, a variety of materials such as inter-office communications, forms, letters, instructional materials, rosters, memoranda, surveys,

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announcements, bulletins, agenda items, lists, manuals, programs, certificates, schedules, catalogs, brochures, labels, fliers, notices, newsletters, bulletins, advertisements and other materials.

Participate in the programs of the assigned division including human resources, student services and instructional duties.

Compile information and prepare and maintain a variety of narrative and statistical records, logs and reports related to programs, projects, students, personnel, 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, schedule 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 Division activities; process and monitor funds for income and expenditures; assist in assuring expenditures to do not exceed established budget limitations; calculate, prepare and revise accounting, grant and budgetary data; balance and reconcile assigned accounts and budgets; initiate transfers as directed.

Develop, implement and perform special projects and prepare various forms and reports on behalf of the Vice President; attend to administrative details on special matters as assigned; monitor and keep the administrator current concerning progress of office projects and activities.

Monitor inventory levels of office and designated supplies; order, receive and maintain appropriate levels of inventory; contact vendors to research and coordinate purchases; prepare and process purchase orders, invoices and requisitions and arrange for payments; assist in preparing, processing and monitoring progress of projects and activities related to contracts as assigned.

Communicate with personnel, various outside agencies, students and the public to exchange information, coordinate activities 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; compose replies independently or from oral direction;

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prepare and distribute informational materials and bulk mailings; contact others to request documents as needed.

Develop and implement office procedures to enhance efficiency of office operations; create office forms which facilitate work flow; assist the Vice President with the implementation of policies and procedures as directed.

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.

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 and designated staff as assigned; assist with recruitment activities as directed.

Update and maintain website information as directed.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- College organization, operations, policies and objectives.
- Policies and objectives of assigned programs and activities.
- Applicable laws, codes, regulations, policies and procedures.
- Modern office practices, procedures and equipment.
- Record-keeping and filing techniques.
- Business letter and report writing, editing and proofreading.
- Methods, procedures and terminology used in clerical accounting work.
- Telephone techniques and etiquette.
- College standards and requirements related to assigned Division and activities.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.
- Oral and written communication skills.
- Record retrieval and storage systems.
- Basic public relations techniques.
- Mathematic calculations.

ABILITY TO:

- Perform a variety of highly skilled and complex secretarial and administrative assistant duties to relieve the Vice President of administrative and clerical detail.
- Plan, coordinate and organize office activities and coordinate flow of communications,

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correspondence and information for the Vice President.
Assure smooth and efficient office operations.
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.
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 prepare comprehensive reports concerning a broad spectrum of subject matter.
Compose effective correspondence independently.
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.
Determine appropriate action within clearly defined guidelines.
Add, subtract, multiply and divide with speed and accuracy.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in secretarial science or related field and four years increasingly responsible secretarial or administrative assistant 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.