

ADMINISTRATIVE ASSISTANT TO THE DEAN OF STUDENT SERVICES

GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator, performs a variety of complex administrative responsibilities to assist the Dean with administrative matters requiring a high level of independent judgment, confidentiality, decision-making, critical thinking, and problem-solving skills; assists the Dean with complex, administrative matters to support a wide variety of projects.

DISTINGUISHING CHARACTERISTICS:

The Administrative Assistant to the Dean is the senior-level classification within the Administrative Assistant series; performs a wide variety of difficult, advanced, responsible, sensitive, and confidential office administrative support functions for a Dean and the office or division assigned. The Administrative Assistant to the Dean exercises independent judgment while carrying out the essential responsibilities in support of an administrator or division office.

The Administrative Assistant to the Dean is distinguished from the Administrative Assistants in that the latter classifications support a manager, department, and/or program. The incumbents perform moderately complex, technical, and specialized administrative responsibilities exercising limited independent judgement while following well-established guidelines, policies, and procedures related to the area of assignment. The Administrative Assistants exercise detailed knowledge of the District, department, and/or program rules, policies, and procedures related to the area of assignment.

The Administrative Assistant to the Dean is distinguished from the Office Coordinator in that the latter classification supports a Director and oversees the day-to-day operations and activities of the assigned office. The Office Coordinator exercises a high level of independent judgment, confidentiality, decision-making, and problem-solving skills in the execution of the assigned responsibilities and area of assignment.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Independently organizes, oversees, and provides confidential and complex administrative support to ensure efficient and effective division operations, including coordinating communications, assisting the Dean with day-to-day workflow, administrative matters, and special events, while exercising a high level of responsibility, judgment, and confidentiality.*
2. Provides technical assistance and guidance to students, staff, faculty, and administrators in the interpretation and clarification of registration steps, as well as a broad spectrum of student services program eligibility, deadlines, policies, and procedures. *
3. May serve as key contact for building operations. Remain current on all building related upkeep, issues, and concerns. Coordinates communications, initiates and processes work orders and other facility related forms. Exercise the use of independent judgement

- concerning matters requiring the attention of the assigned administrator to ensure timely action to resolve problems and/or concerns. *
4. Assists area Dean with coordinating evaluations of faculty, management, coordinators, and other assigned staff; schedules observations, prepares narratives, maintains employee confidentiality, files, and records. *
 5. Acts as first point of contact for student issues and/or complaints; independently resolves problems when appropriate, makes contacts for students and routes students through appropriate channels. May assist Dean with student complaints and/or discipline processes; provide research, records interview, preserve confidential files; and records. *
 6. Greets, receives, responds to, and directs visitors, telephone callers, mail and emails; provides information and handles complex issues that may require sensitivity and confidentiality by exercising sound judgement on behalf of the Dean of Student Services. *
 7. Prepares, initiates, and routes new and annual renewal of District service contracts, requesting and renewing certificates or insurance from insurance administrators, and collecting certificates of insurance from contractors and vendors. *
 8. Maintains current budget information; tracks and monitors assigned budget expenditures; assists with budget transfers, encumbrances, and requisition approvals; processes and routes budget paperwork and assists in budget preparations and reporting for District accounts such as grants, Foundation, and/or categorical funds related to the area of assignment; assists programs with a variety of accounts; may receive in-kind contributions, donations, and scholarships.*
 9. Prepare deposit requests using appropriate accounts and requests account disbursements to pay invoices.*
 10. Monitors financial spending and record-keeping functions required by federal, state, and District policies, procedures, rules, and regulations. *
 11. Creates, prepares, and maintains private and confidential office, personnel, and project files for efficient retrieval and security, and maintains files of confidential or sensitive matters in progress. *
 12. Coordinates activities between the Dean, staff, students, the public, outside community, state agencies, the California State Chancellor's Office, or other District or college officials; obtains and provides information, coordinates activities, and resolves problems. *
 13. Ensure effective and efficient operations by supporting the area Dean in developing internal processes, and comprehensive program plans and department operating procedures, as it pertains to specific program requirements. Identify opportunities for optimizing staff and resources; recommend and implement changes to enhance operational efficiency. *
 14. Prepares a wide variety of materials such as correspondence, memoranda, reports, surveys, forms, charts, budget sheets, spreadsheets, and presentations independently or from verbal and/or written instructions. *
 15. Assists in the development of program schedules related to division activities and services as assigned; assembles information, reviews and verifies for accuracy, coordinate across campus for classroom and meeting space use for events and activities; minimizes conflicts in time and location; generates statistical data each semester related to area goals and outcomes. May provide input or oversee the input of information into the appropriate District application; processes data according to established procedures and timelines; generates and updates reports on an on-going basis. *
 16. Arranges and initiates independent contracts and vendor agreements for specialized services related to division activities and services as assigned; reviews and verifies documents for accuracy and approvals. *
 17. Coordinates and maintains requests for rooms and facilities on and off campus. *
 18. Utilizes computers to perform advanced-level document production including complex

- documents formatting, creating charts, establishing and maintaining databases, using spreadsheets and a variety of software and hardware. *
19. Creates, organizes, edits, and initially approves informational or division of collateral materials including, but not limited to brochures, flyers, presentations, websites, and coordinates with the marketing department for final approval.*
 20. Coordinates and manages travel arrangements for Dean, faculty, and others including but not limited to flights, hotel accommodations, and conference attendance paperwork; submits required documentation for approval and expense reimbursements. *
 21. Initiates all Human Resources personnel forms. Initiates and processes personnel requisitions, as appropriate. *
 22. Maintains a variety of records, files, file sharing, and filing systems including those of a confidential nature; assists Dean with approving timesheets, absence reports, faculty and staff evaluations, and student files. *
 23. Gathers, compiles, and extracts difficult and complex statistical data and information; prepares narrative reports for such items as program and curriculum review; updates and maintains grant and state reporting information; generates, prepares, and distributes reports and other relevant materials. *
 24. Monitors, tracks, and reports annual program allocations and expenditures; assists the grant program monitor(s) and Fiscal Services to ensure grant requirements and program compliance. *
 25. Coordinates and participates in a variety of meetings; prepares agenda items in coordination with the Dean, attends meetings, takes minutes for distribution, and maintains records; follows up as necessary with attendees. *
 26. Participates in interviews, hiring, scheduling, training, and work direction, for student assistants. *
 27. Prepares and submits board agenda items, agreements, standard and non-standard contracts for services and/or facilities use or provided by the division; processes and submits documents for approval in accordance with District policies and procedures. *
 28. Initiates and responds to a wide range of contacts with administration, faculty, staff, students, consultants, vendors, agencies, and the public, requiring sensitivity, independent judgement, and confidentiality. *
 29. Assists with developing and coordinating program policies and procedures; disseminates program information to District administration, management, faculty, staff, and the public. *
 30. Orders and disburses forms, supplies, and equipment for departments, faculty, staff, and students; orders materials for the community. *
 31. Partners with college departments and resources and participates in outreach and recruitment events, including but not limited to registration, monitoring and tracking liability forms, and processing payments. *
 32. Performs a variety of administrative support duties requiring travel to district sites, including supply delivery, meeting assistance, event facilitation, and outreach and recruitment support.*
 33. Assists with the coordination of program completion and commencement ceremonies; participates in events at the direction of the Dean. *
 34. Support or lead planning for major campus-wide events, community partnership events, and staff retreats and meetings.*
 35. Assists department chairs and/or program coordinators or managers with a variety of duties related to events such as department tours and recruitment efforts, public events, and student activities. *
 36. Provides administrative support, guidance, and updates to area departments. Maintains smooth operations and continuity of support during departmental vacancies.

37. Provides support to other Student Services areas and VP offices, when requested, to ensure efficient operations.*
38. May be responsible for forms and documents related to various employee types, stipends, honorariums, and other non-regular payroll items. Initiates and processes personnel requisitions, employment confirmations, and contracts, as appropriate.
39. May assist Dean with administration and coordination of various District programs; research records; maintain program processes and database files, as needed.
40. May assist Dean with student complaints and/or discipline process including attendant appeal process; provides research, records interviews, preserves confidential files, and records
41. May assist, depending on area of assignment, as a point of contact for student conduct related matters, including the preparation of various communications in accordance with District Administrative Procedures.
42. Notify eligible student recipients of Academic Distinction and Excellence through Dean's List communications each semester.
43. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS

EDUCATION/EXPERIENCE:

- Associate degree* with coursework in office administration, business administration, or related discipline; **AND**
- Five (5) years of experience providing administrative support to a department or administrative office.
- Or, any combination of education and experience which would provide the required qualifications for the position.

*Associate degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- Required to hold and maintain a valid driver's license 'if and when' travel is required in the course of work.
- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

DESIRED QUALIFICATIONS:

- Bachelor's degree.
- Previous experience working for a Dean, administrator, or manager within a higher education environment.

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)

Knowledge of:

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District.

- Campus and community resources available to assist students with meeting basic needs and/or addressing academic needs.
- District organization, operations, and objectives.
- Principles and practices of sound business communications.
- Specialized terminology related to the area of assignment.
- Design and layout for publications.
- Business correspondence and report preparation.
- Computer software programs and applications related to the scope of the assignment.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Modern office practices, procedures, methods, and techniques.
- Interpersonal skills using tact, patience, and courtesy.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of the assignment.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.
- Perform advanced administrative duties in support of the assigned department, division, and/or program.
- Update and maintain technical skills to perform the administrative responsibilities related to the area of assignment.
- Assemble and organize information and data.
- Demonstrate problem solving and critical thinking skills.
- Prepare clear and concise reports.
- Prepare spreadsheets, graphs, and charts.
- Enter, import, and export data to and from databases.
- Analyze and research problems to make appropriate recommendations to decision makers.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Independently apply good judgment in making sound and educated decisions.
- Communicate with administrators, managers, faculty, staff, students and the community using patience, courtesy, and tact in a manner that reflects positively on the District and college.
- Demonstrate problem solving and critical thinking skills to resolve issues and mitigate conflict.
- Understand and carry out verbal and written instructions and direction.
- Communicate clearly and concisely, both verbally and in writing.

- Maintain accuracy and pay close attention to detail in a fast-paced environment of changing priorities.
- Compile, organize, and use various financial information necessary in the preparation and monitoring of budgets.
- Compose correspondence and reports.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Prepare clear, concise reports.
- Access and use internal and external computer applications for a variety of administrative responsibilities related to the area of assignment.
- Create, prepare, generate, update, and maintain correspondence, reports, charts, spreadsheets, databases, and related materials utilizing a variety of software programs and applications.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, establishing and maintaining databases and spreadsheets.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Establish and maintain effective and cooperative working relationships with those encountered during the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, Chancellor's Office, educational institutions, external organizations and agencies, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class may provide work direction and/or guidance to lower-level staff, student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness, and compliance with practices and regulatory standards. Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

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

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.