

## ADMINISTRATIVE ASSISTANT

### GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator or manager, the Administrative Assistant organizes, coordinates, and provides moderate to complex administrative support for an administrator, senior-level manager, department, division, program, and/or various special projects. The position requires independent judgment, initiative, and confidentiality in managing day-to-day operations.

**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. Organizes, prioritizes, and executes administrative support for daily operations, workflow, and special projects; coordinates communications across multiple modalities; maintains confidentiality of sensitive information and documentation, as required. \*
2. Prepares, updates, and maintains comprehensive and confidential records and files. \*
3. Tracks and maintains budgets and accounts; processes transfers, requisitions, expenditures, deposits, donations, and scholarships; reconciles accounts with fiscal services. Compiles and analyzes budget and program data; prepares standard and ad hoc reports \*
4. Serves as a liaison, and reference source on policies, procedures, requisitions, and instructional materials. \*
5. Receives and responds to inquiries from students, faculty, staff, the public, external agencies \*
6. Escalates difficult and sensitive issues to the assigned administrator or manager's attention to ensure timely and effective action; \*
7. Assists with the development of a variety of schedules specific to the area of assignment including but not limited to class and/or course schedules, department schedules, special project schedules and staffing of classes; monitors and facilitates room reservations and utilization; reviews and verifies assigned schedules for accuracy while adhering to established District, division, department, academy, and/or program timelines; may create and distribute appropriate documentation such as certificates of completion, as needed. \*
8. Obtains and communicates information in person, by telephone, or by email where judgment, knowledge, and interpretation of policies and procedures are necessary regarding department, division, or program services, requirements, policies, and procedures; receives a variety of inquiries from students, staff, and the community; assists in resolving questions, problems, or issues, as appropriate; escalates issues requiring management review and response. \*
9. Facilitates a variety of contracts and contract exception notices including but not limited to program, service, and/or independent contractor (IC), Instructional Service Agreement (ISA), and flex agreements between the District and external organizations and/or agencies. \*

10. Coordinates and attends a variety of special events, fundraising/social events, workshops, trainings, and department, division, and/or program activities on and off campus; makes arrangements related to events such as facility reservations, facility usage requests, equipment rentals, catering, speakers, announcements, and flyers; facilitates any vendor contracts, cost estimates, and/or bid proposals, as needed. \*
11. Assists in preparing, planning, and prioritizing department goals; monitors the progress on department goals as directed. \*
12. Drafts, composes, and maintains complex correspondence, reports, spreadsheets, charts, presentations, agendas, and minutes. \*
13. Utilizes computer software programs, applications, databases, computer hardware, and peripheral equipment to perform a variety of administrative, and program responsibilities related to the area of assignment including but not limited to data entry, data extraction, updates and records information, conducts research and analysis. \*
14. Researches, collects, extracts, and compiles data and information; provides input and prepares a variety of moderate to complex standard, ad-hoc, and narrative reports from a variety of sources; reviews and verifies data for accuracy, completeness, and compliance. \*
15. Receives requests, schedules, and confirms appointments and meetings; updates and maintains personal, department, program, and/or administrator calendars; may develop quarterly calendars of meetings and activities related to committees or department programs and services. \*
16. Initiates, answers, and screens telephone calls and department emails; greets, receives, and directs visitors; refers calls and visitors to appropriate personnel; orders and maintains office supplies, forms, and equipment; receives, opens, and distributes mail, as appropriate \*
17. Establishes and maintains a variety of recordkeeping, filing, file sharing, and filing systems including information of a sensitive and confidential nature. \*
18. Assists with the design, development, and layout of publications, marketing collateral, and promotional materials in support of the assigned department, division, and/or program. \*
19. Makes travel, conference, and workshop arrangements for supervisor; reviews budget and event logistics; processes and submits documentation required for approval and reimbursement of expenses incurred by attendee(s). \*
20. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. \*
21. Participates in attends, and provides administrative support for department, division, academy, and/or program meetings, workshops, and/or special events; prepares agenda items and meeting materials, takes, transcribes, and disseminates meeting minutes to attendees, as needed. \*
22. Travels to remote sites to support program and/or department activities. \*
23. May prepare information related to annual audit processes and respond to audit findings, as assigned.
24. May perform a variety of requests related to the area of assignment; requests may include but are not limited to building key controls, work requests for facilities, grounds, and/or maintenance, updates and maintains confidential student files and course documentation related to student eligibility, and monitors faculty teaching load, overloads, and banked time.
25. May assist with a variety of hiring processes, including but not limited to advertises and coordinates faculty selection pools, schedules and facilitates interviews, and ensures compliance to established processes; hiring, and training; monitors hours worked and

submits approved timesheets to payroll; may provide feedback related to performance evaluation, as requested.

26. May serve on a variety of District committees as requested. May serve as a Foundation reporting officer to Fair Political Practices Commission, when requested.
27. May provide training, work direction, and guidance to student assistants, student workers, and/or short-term, temporary staff.
28. Performs other duties that support the overall objective of the position.

**MINIMUM QUALIFICATIONS****EDUCATION/EXPERIENCE:**

- High School Graduate or General Educational Development (GED); **AND**
- Two (2) years of increasingly responsible experience providing administrative support to an administrator, senior manager, division, department, and/or program.
- Or, any combination of education and experience which would provide the required qualifications for the position.

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

- Required to possess 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.
- May require satisfactory completion of medical terminology based on the area of assignment.
- May require a valid Healthcare Cardiopulmonary Resuscitation (CPR) Certificate based on the area of assignment.\*

\*CPR certification must be maintained throughout the course of employment based on the area of assignment.

**DESIRED QUALIFICATIONS:**

- Experience in an educational environment.
- Associate degree in a related discipline.

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

- District and college policies, procedures, and regulations related to the assignment.
- Applicable laws and regulations including California Education Code, Title V, and FERPA.
- Principles and practices of sound business communication.
- Modern office practices, procedures, and technologies.
- Computer systems, software applications (Microsoft Office Suite, ERP systems, databases), and office equipment.
- Recordkeeping, filing, and information management methods.
- Basic mathematics and data analysis techniques.
- Campus and community resources available to support students.
- Interpersonal communication, cultural competency, and customer service practices.

**Ability to:**

- Perform the essential responsibilities of the position independently and accurately.
- Interpret, apply, and explain policies, procedures, and regulations.

- Plan, organize, and prioritize multiple tasks to meet deadlines with accuracy.
- Communicate effectively—both verbally and in writing—with diverse populations using tact, patience, and diplomacy.
- Demonstrate sound judgment, critical thinking, and problem-solving skills to resolve issues.
- Prepare and proofread a wide variety of documents, reports, and spreadsheets.
- Collect, analyze, and compile data; prepare accurate reports and presentations.
- Maintain accurate and confidential records, files, and databases.
- Operate and adapt to office technology and software applications.
- Establish and maintain cooperative working relationships with administrators, faculty, staff, students, vendors, and the public.
- Work respectfully and effectively with individuals from diverse backgrounds.

#### **RELATIONSHIPS WITH OTHERS:**

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, external agencies, organizations, 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 and Mental Demands**

Regularly required to sit, stand, walk, speak, and hear. Frequent use of hands and fingers to operate office equipment may lift and carry up to 25 pounds. Requires close vision, ability to adjust focus, and prolonged use of computers. Must be able to analyze, problem-solve, manage multiple tasks, meet deadlines, and interact with diverse populations in a professional manner.

#### **WORK ENVIRONMENT AND CONDITIONS:**

- **Work Environment**

Typical office environment with moderate noise.

- **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.

**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.

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.