

BUTTE-GLENN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: ADMINISTRATIVE ASSISTANT, STUDENT SERVICES

O158.100

BASIC FUNCTION: Under the general supervision of the Vice President for Student Services, performs a variety of highly complex and often confidential administrative and secretarial duties to support the Vice President for Student Services. This is an administrative support position in that the nature, diversity and scope of responsibilities require the frequent use of discretion, initiative and independent judgment. Incumbents in this position represent the Office of Student Services and are regarded as a credible source of information for the campus. As a result, incumbents are required to have an ongoing knowledge of District policies and procedures, regulations and laws governing the District and relevant departmental information in order to deliver accurate and timely information and make appropriate decisions.

This is a confidential position as defined in the Government Code, Section 3540.1 "Confidential employee" means any employee who, in the regular course of his or her duties, has access to, or possesses information relating to, his/her employer-employee relations.

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 *.)*

- *1. Independently performs a wide variety of administrative tasks to relieve the Vice President for Student Services of routine, daily administrative details in the areas of student services, student code of conduct, student petitions, commencement, budget, policies and procedures, and other centralized administrative activities of the college.
- *2. Responds to inquiries relating to the confidential and complex matters of the Vice President for Student Services' program responsibilities and District policies and procedures.
- *3. Interprets and applies provisions of California statutes, District policies, and other complex materials to matters relating to the Vice President for Student Services' program responsibilities and to the administration of college programs and services.
- *4. Schedules appointments and organizes the Vice President for Student Services' calendar; schedules appointments with all levels of District staff, students, college leadership groups, community representatives, and city, state, and federal officials.
- *5. Coordinates a variety of projects and departmental functions as assigned. Duties may include developing and coordinating program policies and procedures, disseminating program information to staff and public, preparing brochures and fliers, maintaining records and databases, arranging meetings, monitoring expenditures, etc.
- *6. Serves as liaison with service-area schools, districts and with the College community; provides information and referrals as appropriate and maintains cooperative relationships with project partners.
- *7. Utilizes computers and a variety of software and hardware to perform advanced-level document production including complex formatting of documents and establishing, designing and creating charts, spreadsheets, presentations and databases.
- *8. Creates, prepares, formats, edits, proofreads, distributes, and maintains a variety of correspondence, reports, charts, agendas, and materials containing confidential and/or sensitive information; prepares and edits manuals, handbooks, and other publications; establishes and maintains effective filing and organizational systems.
- *9. Provides administrative support for the Academic Council; prepares petitions for review, completes technical work required for approved and denied petitions, schedules student appointments as necessary, records petitions in database, and assists Academic Council Chair as needed.
- *10. Assists the Vice President for Student Services with Student Code of Conduct violations and investigations. Maintains accurate records of student violations in database.
- *11. Assists the Vice President for Student Services with concerns and reports of discrimination or harassment on the basis of disability.
- *12. Provides administrative support to the Title IX Coordinator and Compliance Officer as needed.
- *13. Assists with facilitation of annual commencement ceremony; prepares and distributes all communication to students, faculty, and staff; manages and updates website; organizes and manages all aspects of the event; and generates diplomas.
- *14. Assists Vice President for Student Services with academic probation and dismissal processes.
- *15. Maintains current budget information; monitors budget expenditures; prepares budget reports; assists in budget expenditures and processes and routes budget paperwork; makes travel and conference arrangements; submits conference attendance and expense/travel claims for payment; prepares requisitions.
- *16. Provides administrative support for various committees, campus constituency groups and staff meetings. Prepares meeting agendas; assists in meeting and event preparations arranging for facilities, food services, parking, notifications and contacting speakers. Attends and participates in meetings, takes notes, transcribes and distributes minutes as necessary.
- *17. Answers phones and determines the nature of calls; logs and routes calls to appropriate individuals; takes and delivers

messages; receives, opens, reviews and distributes electronic and paper mail.

18. Serves on a variety of District committees as directed.
19. Performs related work as required.

MINIMUM QUALIFICATIONS; EDUCATION AND EXPERIENCE:

- Associate degree from an accredited institution or the equivalent* in office administration, business administration, public administration, organizational development, or a closely related field; **AND**
- Five (5) years of progressively responsible administrative secretarial experience providing technical clerical and administrative support functions.

**Two (2) years of increasingly responsible work experience for each full year (24-30 units) of college. Work experience must be in an office setting.*

DESIRED QUALIFICATIONS:

- Experience in an educational setting.
- Excellent written and verbal communication skills, strong organizational skills, and the ability to pay close attention to detail.
- Proficient in Microsoft Office Suite and database management.
- Bachelor's Degree or higher and three years' experience directly related to the representative duties.
- Demonstrated effectiveness working with populations having diverse values, and/or coming from varied cultures and backgrounds.

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

Knowledge of: Knowledge of and the ability to interpret and apply District policies, rules, procedures and regulations and federal, state and local laws affecting the District, modern office procedures, practices and equipment; modern office computer software; excellent reception and telephone techniques; proper grammar usage, vocabulary, spelling, and punctuation; basic research methods.

Ability to: perform difficult and complex clerical and secretarial work; work independently with limited supervision; set priorities, effectively manage time and work in a fast-paced environment handling multiple tasks while paying close attention to detail with frequent interruptions; utilize computers and a variety of software for data and word processing; compose correspondence, reports and develop agendas; research, compile, prepare, edit, proofread and maintain documents and other information with completeness and accuracy; accurately analyze situations, identify problems, apply sound judgment and formulate effective solutions; give clear and concise information and directions; make sound, educated decisions; communicate well both orally and in writing; plan and coordinate committees, meetings, special events and programs; establish and maintain effective and cooperative working relationships with all staff and those contacted in the course of work; use discretion and handle students, staff, faculty and the public in a diplomatic manner; make accurate mathematical calculations; work with diverse populations; establish effective record-keeping systems and maintain records accurately and with confidentiality as required; utilize keyboarding skills commensurate with the required functions for this position, greet students, staff and visitors in a pleasant and helpful manner.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

May provide assignments and work direction to assigned regular and non-regular classified staff and student employees.

PHYSICAL EFFORT:

Normal office environment.

CONTACTS:

All classifications of College administrators, faculty and staff, vendors, student, K-12 schools/district personnel, students' parents, various committees and their members and the general public.

WORKING CONDITIONS:

Normal office environment.

NOTE: THIS CLASS IS EXEMPT UNDER FLSA PROVISIONS

Butte-Glenn Community College District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Butte-Glenn Community College District will provide reasonable accommodation to qualified individuals. Butte-Glenn Community College District encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.