

### ADMINISTRATIVE SUPPORT ASSISTANT III

| **Reports to:**  | Supervisor, Manager, Director |  |  |
| --- | --- | --- | --- |
| **Dept:** | Multiple | **Range:** | 20 |
| **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, perform difficult and responsible administrative and operational support duties; manage assigned administrative projects and small administrative programs; maintain records and draft reports; process payroll, personnel requisitions, purchase orders and maintain supplies; and perform related duties as assigned.

### DISTINGUISHING CHARACTERISTICS*:*

An Administrative Support Assistant III is the advanced skill level in the Administrative Support series. Administrative Support Assistant III differs from Administrative Assistant to the Dean in that incumbents in the latter class provide specialized administrative support for a Dean such as budget analysis and grant administration, tracking faculty tenure, loads and reviews and program information.

### 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. Provide administrative, logistical and technical support to a department head and profes­sional staff; coordinate and participate in department administrative support operations and programs with a significant degree of independence; perform research for students and professional staff on specific student/department issues, placements, eligibility and articu­lation information; act as a liaison for the department head with other departments and depart­mental staff.
2. Oversee and participate in student and customer interactions with the department in person, by phone or electronically, provide information regarding other student and customer resources available; schedule students/program participants for counseling appointments, workshops, orientations and special events; answer questions regarding program/depart­ment policies, procedures 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.
3. Accept applications, screen and explain program eligibility for new and continuing students/ program participants according to district and program guidelines; manage waitlists and send notifications of acceptance/denial; monitor continuing students for adherence to program regulations; advise students of requirements that must be met in order to maintain eligibility; assist students in resolving issues impacting program eligibility.
4. Perform advanced administrative support including maintaining student, personnel, payroll and financial records, files and databases; prepare marketing materials, forms and other program documentation; receive and track confidential student and faculty data including immunizations and compliance with federal, state and district regulations, policies and requirements; develop, track, analyze and report administrative processes, metrics and documents; research, obtain and analyzes key data and statistics from varying sources for program reports, proposals, in-services, program reviews and other documents.
5. 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; monitor department budgets; purchase supplies and materials and/or authorize expenditures according to established guidelines; prepare and process expense-related forms including travel requests and reimbursements, petty cash and expense reports.
6. Coordinate full and part-time staff payroll; process personnel requisitions; 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.
7. Using standard office software, compose and/or type memoranda, correspondence, reports, agreements, contracts, presentations, spreadsheets, forms and other documents; draft, proofread and/or edit a variety of materials including marketing materials, press releases, invitations, programs, publications and reports; take, transcribe and distribute meeting minutes.
8. 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.
9. 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, materials, supplies and audio-visual equipment; handle other meeting and event logistics including soliciting volunteers and coordinating student workers.

**As Assigned to PIO:**

Responsible for the coordination of large-scale external and internal, multi-campus communication in both paper and electronic formats; research, write and disseminate news releases for local news media, internal and external e-newsletter and other publications; proofreads and edits all materials generated in the Public Information Office; assist in the production of credit/noncredit class schedules; serve as back-up emergency/crisis communications officer; sub-administrator for the college-wide website.

### OTHER DUTIES:

1. Provide backup to other department staff as needed.
2. Contact campus police or custodial staff as needed.
3. Provide lead-level work direction to other clerical staff and student workers as assigned.
4. Update and maintain department-specific website and social media accounts.
5. Receive and distribute mail.
6. 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. Applicable federal, state and local laws, rules and regulations [including OSHA rules and regulations if applicable].
12. Basic principles and practices of employee supervision.
13. District human resources policies and labor contract provisions.
14. Safety policies and safe work practices applicable to the work.

**As Assigned to Health Services:**

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

**As Assigned to IIP:**

1. F-1 visa rules and regulations and student admission policies and procedures.

ABILITY TO:

1. Assign and inspect the work of student workers and lower-level staff.
2. Organize and oversee the day-to-day operations, maintenance and activities of the depart­ment administrative support staff.
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 three years of progressively responsible 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:**

Lead-level 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 and stooping; occasional light lifting and carrying of objects weighing up to 25 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:**

Primarily business office environment; subject to frequent public contact and inter­ruption; inter­mittent exposure to individuals acting in a disagreeable fashion; occasional evening, week­end and/or holiday hours required on an as-needed basis.