

Position: Administrative Office Assistant II	Position Number:
Department:	FSLA: Non-exempt
Reports to:	Salary Grade: 111

Summary

Performs recurring, yet technically oriented clerical, secretarial, and clerical accounting duties to support a department, program or equivalent College function. Duties will vary depending on the assignment.

Essential Duties and Responsibilities

Specific duties may vary among departments and jobs. Incumbents typically perform a substantial portion or all of the following kinds of duties:

- Types letters, memoranda, reports, work orders, requisitions of other materials from straight copy, rough drafts or verbal instruction. May prepare handbooks and other program materials.
- Processes routine documents of moderate complexity requiring knowledge of the special terminology, policies and procedures of department or area of specialized function.
- Performs analytical duties such as evaluating student profiles for specific programs (e.g., limited English proficient) by pre-screening registration materials, language assessment test scores, and other materials that would identify and profile student needs.
- May schedule, coordinate, and administer tests.
- May perform receptionist duties. Greets visitors, staff or students in person or over the telephone, ascertains nature of business and provides standard information related to area of assignment. Work activities include answering all incoming phone lines of department and routing calls to appropriate extensions.
- Provides special assistance to students, including those with special needs. May introduce students to other services and college support.
- Maintains records and files of documents processed for ready access and compiles various reports according to well-defined operating procedures.
- Ensures the timely distribution and receipt of a variety of records and reports. Requests or provides information as necessary to assure completeness and accuracy.
- Compiles statistical data, reports routine administrative or financial transactions or other data and maintains various department information onto established data entry formats. Searches out information in departmental records and files.
- Reviews and prepares documents for entry of information into electronic data

processing system. Follows up as necessary to complete documents. Enters and updates information into system according to standard formats.

- May perform registration duties such as originating and preparing student transcripts and registration packets, daily schedules, newsletters and other general correspondence.
- Maintains confidentiality of information processed or received during the course of performing assigned duties.
- May coordinate programs, workshops, meetings between program staff, District administrators or the general public.
- Operates a variety of office machines including personal computer terminal, typewriter, calculator, copier, two-way radio and other office machines and equipment.
- Receives, sorts and distributes incoming mail. Composes routine correspondence independently as appropriate.
- Performs other related duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

Requires basic knowledge of clerical practices, general office procedures, filing record keeping, receptionist and telephone techniques and etiquette. Requires basic knowledge of departmental procedures and standing instructions related to work performed. Requires good English, grammar, spelling, punctuation and math skills. Must have sufficient communication skills to project a positive image and convey basic information to customers.

▪ **Abilities**

Requires the ability to perform the duties of the position efficiently and effectively, under general supervision. Must be able to learn, understand and apply district rules, regulations and policies. Requires the ability to operate standard office machines and equipment, including typewriters, switchboards, copiers, calculators, word processors, printers, etc. Must be able to maintain records and prepare reports. Requires the ability to communicate with peers and other College staff or public in a manner reflecting positively on the department and College.

▪ **Physical Abilities**

Requires sufficient arm, hand, finger dexterity in order to operate keyboard, typewriter and other office equipment. Requires visual acuity to read words and numbers.

▪ **Education and Experience**

The position requires a High School diploma supplemented by college-level course work in general office practices. Minimum of 3 years of general clerical and typing experience in an area substantially similar to the job assignment.