

### ADMINISTRATIVE SUPPORT ASSISTANT I

| **Reports to:**  | Supervisor or Manager, may report to a Director |  |  |
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| **Dept:** | Multiple | **Range:** | 9 |
| **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 a variety of routine clerical and administrative support functions requiring a general knowledge of the terminology, procedures and practices applicable to the functional area; act as first point of contact for functional area; schedule appointments/meetings and assist with events; create and maintain physical and electronic filing systems and perform records management duties; and perform related duties as assigned.

### DISTINGUISHING CHARACTERISTICS*:*

An Administrative Support Assistant I is distinguished from an Administrative Support Assistant II in that an incumbent in the latter class has more specialized knowledge of the functional area, maintains a variety of databases and systems, and processes financials and payroll for the assigned functional area.

### 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. Greet, direct and provide general information to students, faculty and staff; provide technical assistance and information to students, faculty and staff in person, over the phone and via email; provide information regarding department programs, services, policies, procedures and requirements; schedule appointments for department services through electronic systems.
2. Using standard office software, compose and/or type memoranda, correspondence, reports, agreements, contracts, marketing materials, presentations, spreadsheets, forms and other documents; respond to routine phone calls, correspondence and email inquiries regarding a variety of department matters.
3. Maintain physical and electronic records, filing systems and requests including records for tracking work orders, and student, medical, employment, personnel and financial records; archive files following defined processes and procedures.
4. 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 requiring data interpretation and manipulation; track and maintain data and student outcomes and prepare for reporting.
5. Schedule appointments and make meeting arrangements; assist with setup and cleanup for various meetings and events; contact vendors for food orders, marketing materials, supplies and audio-visual equipment; handle other meeting and event logistics including soliciting volunteers and coordinating student workers.

### OTHER DUTIES:

1. Provide backup to other department staff as needed.
2. Contact campus police or custodial staff as needed.
3. Schedule facility use and room assignments by internal and external users and maintain facility-use calendar; submit appropriate work requests; prepare invoices for external groups as required.
4. Provide work direction to student workers and temporary registration staff as assigned.
5. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

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1. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
2. Office administration practices and procedures.
3. The district’s recordkeeping and general accounting systems, practices and proce­dures for processing information and interpreting input and output data.
4. Math and basic accounting techniques.
5. Operations, services and activities of a community college district.
6. Common student needs, issues and concerns applicable to area of assignment.
7. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
8. District organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
9. Safety policies and safe work practices applicable to the work.

**When 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.

ABILITY TO:

1. Compose clear, concise and comprehensive analyses, correspondence, reports, studies, agreements, presentations and other written materials from brief instructions.
2. Establish priorities and work effectively and independently with many demands on time.
3. Analyze situations accurately and adopt effective courses of action.
4. Maintain confidentiality of district and student files and records.
5. Communicate effectively, both orally and in writing.
6. Understand and follow written and oral instructions.
7. Operate a computer and standard business software.
8. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
9. 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 one yearof clerical support experience; or an equivalent combination of training and experience.

### 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:**

Work direction to 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 are required on an as-needed basis.