

## **ADMINISTRATIVE SPECIALIST II**

### **DEFINITION**

Under general supervision, performs a variety of journey-level administrative support duties that requires knowledge of the assigned division/department its policies, procedures, and/or operating details.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned managerial personnel. Exercises technical and functional direction over and provides training to student or hourly workers, and to less experienced administrative support staff, as assigned.

### **CLASS CHARACTERISTICS**

The Administrative Specialist II classification is the second level in the Administrative Specialist series which is comprised of four (4) levels. Positions in the series are distinguished by reporting and working relationships, level of independence, supervision received and exercised, decision making, judgment, and minimum qualifications for employment consideration.

The Administrative Specialist II level typically perform a wide variety of journey-level administrative tasks requiring responsible administrative support work that is of a broader range and at a greater level of complexity, including working more independently and exercising a higher level of judgment and initiative. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the area of assignment, program, or department. This class is distinguished from the Administrative Specialist III in that the latter performs more technical, specialized, and supportive tasks to the department.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Performs a wide variety of journey-level administrative duties to support the program or department to which assigned, including collecting specialized student data for reporting to regulatory agencies; ensuring compliance with policies, procedures, and state and federal regulations; coordinating campus transportation, events, and/or facilities rentals; receiving, logging, scheduling, and distributing service requests and work orders; assisting with student accommodations; and assisting computer users with troubleshooting basic technical problems.
2. Assists with maintaining program or department budget tracking, and processing department requisitions. Follows up with vendors; assists in the development of contracts; prints and reviews invoices for accuracy.
3. Assists in coordinating the evaluation process for probationary, adjunct, and/or full-time faculty; schedules and tracks evaluation meetings; monitors and tracks submission of evaluation materials.
4. Assists in providing telephone and/or front counter support to students, parents, staff, faculty, and the general public as assigned; responds to moderately complex inquiries by explaining program requirements, departmental policies, procedures; and applies a moderate level of policy interpretation and independent judgment, or by referring the customer to the appropriate source; provides general information regarding the assigned program, department, or the College; distributes documents as requested and may assist students, visitors, and other customers in completing such documents; refers callers/visitors to appropriate departments or individuals.
5. Performs a wide variety of customer services duties, such as answering a variety of questions and responding to moderately difficult complaints; providing information regarding the College, department, information of the student or employee. Assisting in coordinating department or campus tours; assembling informational and orientation packets; making appointments with other department

- staff; and by referring visitors/callers to other programs, departments, off-campus services, other help agencies, and community groups, as appropriate.
6. Performs skilled word processing, data entry, and transcription using independent judgment and discretion in preparing correspondence, meeting minutes, and reports; checks drafts for, spelling, and grammar; makes or suggests corrections to drafts; inputs and retrieves data into various program, department, and/or College-wide software applications and database systems; maintains program and/or department-specific databases.
  7. Copies, compares, or compiles data to produce monthly statistical reports for managers by checking data, making necessary corrections, and producing data in final form.
  8. Researches records within areas of responsibility to prepare and provide follow-up information to customer and staff inquiries.
  9. Gathers, assembles, updates, and distributes a variety of department-specific information, documents, forms, records, and data as requested; prepares and maintains a variety of databases and reports.
  10. Responds to the public and staff inquiries regarding department and/or College policies, procedures, and timelines; explains and applies policies and procedures as required to ensure timeline compliance; monitors timelines; resolves problems of a moderate complexity within areas of responsibility.
  11. Organizes and maintains various administrative, reference, imaging/scanning, and follow-up files; purges files in accordance with the records retention policy.
  12. Processes and prepares a variety of documents, materials, and records according to established procedures and practices. Verifies and reviews forms and reports for completeness and conformance with established policies and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
  13. Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail; receives shipments; compares packing slips with received goods; matches invoices with packing slips to ensure accuracy; prepares outgoing mail and shipments.
  14. Assists in planning and organizing program or department-related events, workshops, informational seminars, presentations, and related activities.
  15. Assists with and maintains departmental schedules for a variety of functions such as faculty annual calendars and calendar of events.
  16. Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, printers, facsimile machines, multi-line telephones, and audio/visual equipment; may operate other department-specific equipment.
  17. May make arrangements for complex scheduling and reservations of College facilities for a variety of meetings, events, classes, and other purposes.
  18. Participates on committees, task forces, and special assignments including, but not limited to Screening and Selection Committees and affiliated trainings. Prepares and delivers oral presentations related to assigned areas, if needed.
  19. Performs other related or lower classification duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Modern office administrative support practices and procedures, including the use of standard office and computer equipment.
2. Computer applications related to the work, including word processing, database, and spreadsheet applications.
3. Applicable codes, regulations, policies, technical processes, and procedures related to the department to which assigned.
4. Principles and procedures of financial record keeping and reporting.
5. Principles and practices of data collection and report preparation.
6. Business letter writing and the standard format for reports and correspondence.

7. Business arithmetic and statistical techniques.
8. Record keeping principles and procedures.
9. Alphabetical and numerical filing methods.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic, and ethnic groups.

**Skills & Abilities to:**

1. Perform responsible administrative support work with accuracy, speed, and general supervision.
2. Provide varied and responsible office administrative work requiring the use of tact and discretion.
3. Understand the organization and operation of the College and of outside agencies as necessary to assume assigned responsibilities.
4. Interpret and apply administrative and departmental policies and procedures.
5. Respond to and effectively prioritize multiple phone calls and other requests for service.
6. Compose correspondence and reports independently or from brief instructions.
7. Understand and carry out oral and written directions.
8. Make accurate arithmetic, financial, and statistical computations.
9. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
10. Establish and maintain a variety of filing, record-keeping, and tracking systems.
11. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
12. Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
13. Use English effectively to communicate in person, over the telephone, and in writing.
14. Understand scope of authority in making independent decisions.
15. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and three (3) years of varied administrative support experience preferably involving some interaction with the public or two (2) years of experience equivalent to the Administrative Specialist I. Associate's degree from a regionally accredited college is preferred.

**Licenses and Certifications:**

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; may be required to operate a motor vehicle to visit various College and

meeting sites. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

**ENVIRONMENTAL ELEMENTS**

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.