

## **ADMINISTRATIVE SPECIALIST I**

### **DEFINITION**

Under general supervision, performs a variety of entry level administrative support duties that requires knowledge of the assigned division/department and/or program support duties according to standard procedures on behalf of the designated managerial personnel.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or managerial personnel. Exercises technical and functional direction over and provides training to student or hourly workers, as assigned.

### **CLASS CHARACTERISTICS**

The Administrative Specialist I classification is the first 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 I level typically performs entry-level administrative and clerical activities such as customer service at the front counter and over the phone; provides assistance to clientele with program requirements, policies, and procedures; document preparation and completion; file and records maintenance; data entry; screening visitors and mail, and directing questions to the appropriate staff; working with an entry-level degree of independent judgment, tact, and initiative within clearly defined work procedures and standards. Incumbents in the Administrative Specialist I level report to managerial personnel initially under more direct supervision. The work requires basic decision making under established guidelines. This class is distinguished from Administrative Specialist II in that the latter performs a broader range and journey level office support and administrative duties.

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

1. Operates multi-line phone systems; answers, screens, and directs calls to the appropriate division/department; takes messages and relays pertinent information using electronic mail or transfers calls to voicemail as requested by the caller; provides general information on a variety of College services, policies, and procedures.
2. Provides telephone, front counter, support to students, parents, staff, faculty, and the general public as assigned; responds to routine inquiries by explaining program requirements, policies, procedures, and according to established guidelines or by referring the customer to the appropriate source; provides general information regarding the assigned program, department, or the College; distributes applications, forms, and other documents as requested and may assist students, visitors, and other customers in completing such documents; refers callers/visitors to appropriate departments or individuals; provides geographical directions to visitors; takes and relays accurate messages; transfers callers to voicemail when necessary.
3. Performs a variety of customer services duties, such as answering a variety of questions and responding to basic complaints; providing information regarding classes and campus facilities and directions; ordering program, class, or testing materials; assembling informational packets; processing print requests; making appointments with other department staff and for workshops, presentations, and informational seminars; and by referring visitors/callers to other programs, departments, off-campus services, other help agencies, and community groups, as appropriate.

4. Performs a variety of routine office clerical duties to support the operations of the assigned work unit, program, or department, including filing, preparing records, processing work orders, and assisting in ordering and maintaining office and other related supplies.
5. Types and edits a variety of documents, including correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and statistical reports from rough draft, handwritten copy, or from other material using a computer; inputs and retrieves data into various program, department, and/or College-wide software applications and database systems. Maintains file, index, and record keeping systems requiring sorting, filing, searching, retrieving, and distributing departmental and programmatic records or other documents as directed; logs in documents for public record.
6. Checks equipment in and out to students and staff; maintains related logs.
7. 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.
8. Receives, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
9. Assists in planning and organizing program or department-related events, workshops, informational seminars, presentations, and related activities.
10. Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, printers, scanners, facsimile machines, multi-line telephones, and audio/visual equipment; may operate other department-specific equipment.
11. May receive, log, schedule, and distribute service requests and work orders for the department.
12. Maintains accurate records of work performed.
13. 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.
14. Performs other related or lower classification duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Modern office clerical support practices and procedures, including the use of standard office and computer equipment.
2. Computer applications related to the work, including word processing, database, scanning, and spreadsheet applications.
3. Applicable policies and procedures related to the program/department to which assigned.
4. Basic business arithmetic and statistical techniques.
5. Record keeping principles and procedures.
6. Alphabetical and numerical filing methods.
7. English usage, spelling, vocabulary, grammar, and punctuation.
8. 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, various socio-economic and ethnic groups.

### **Skills & Abilities to:**

1. Perform standard office clerical support work with accuracy and sufficient speed.
2. Learn and understand the organization and operation of the assigned program and/or department, the College and outside agencies as necessary to assume assigned responsibilities.
3. Learn, correctly interpret, and apply the policies and procedures of the function to which assigned.
4. Respond to and effectively prioritize multiple phone calls and other requests for service.

5. Understand and carry out oral and written directions.
6. Make basic accurate arithmetic computations.
7. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
8. Establish and maintain a variety of filing, record-keeping, and tracking systems.
9. File materials alphabetically, chronologically, and numerically.
10. Use discretion in processing and filing confidential student files and other records.
11. Organize and prioritize a variety of multiple tasks in an effective and timely manner.
12. Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
13. Understand and follow oral and written instructions.
14. Use English effectively to communicate in person, over the telephone, and in writing.
15. Understand scope of authority in making independent decisions.
16. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
17. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
18. 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 one (1) year of varied office support experience preferably involving interaction with the public. Associate's degree from a regionally accredited college 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.