

ADMINISTRATIVE SPECIALIST IV

DEFINITION

Under general supervision, performs a variety of advanced administrative support duties that requires a significant level of knowledge of the assigned division, its services policies, procedures, and operational details.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

The Administrative Specialist IV classification is the fourth 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 IV level typically performs a wide variety of advanced administrative tasks to relieve division head of routine matters. Incumbents at this level are capable of performing advanced and complex administrative support duties with little or no supervision, including coordinating and administering complex budgetary functions, providing overall division office coordination and management, and assisting in division-related projects and programs. Incumbents at this level are required to be fully trained in all procedures related to the assigned division of responsibility, working with an advanced degree of independent judgment, tact, and initiative. This class is distinguished from other Administrative Specialist classifications in that it may be specifically assigned to a division head and performs a greater number and variety of advanced and complex functions with an advanced degree of independent judgement. This class is distinguished from the Executive Assistant series in that the latter is responsible for providing administrative support to a Vice President or Senior Executive.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Provides administrative support to managerial personnel or similar high level administrator by assisting with duties of an advanced, complex, and sensitive nature with little or no supervision; represents the division at meetings as assigned; manages and coordinates multiple calendars, schedules meetings, makes travel arrangements, and handles sensitive materials; acts as a liaison between the managerial personnel and other staff or the public, coordinating resolutions to issues, problems, and complaints as appropriate.
2. Coordinates and manages the workflow of the office, follows up on behalf of the administrator, checks-in with managers, staff, and faculty regarding completion of tasks, and scheduling and overseeing the work of student workers; performs a variety of other highly complex and difficult responsibilities.
3. Coordinates and participates in the preparation of the division budget, including gathering and analyzing data related to expenditures and projected charges; monitors budget expenditures and revenues; initiates division purchases for office supplies and other items as assigned; authorizes payment of invoices; processes division requisitions and appropriation transfers; assists in the development of contracts; develops special statistical reports regarding budgetary information.
4. Works with Fiscal Services to coordinate financial and accounting related duties, including reconciling purchasing orders, tracking vendor and invoice information, bid requests, price quotes, purchase and expenditure requests; prints and reviews invoices for accuracy; follows up with vendors.

5. Schedules and/or coordinates meetings, seminars, conferences, and training sessions for division staff; acts as meeting secretary including preparing agendas and informational packets, setting up meeting and training rooms, and taking and transcribing minutes for assigned boards and commissions; prepares complex divisional agenda items and packets for Board of Trustees meetings.
6. Plans and coordinates divisional or campus-wide events, functions, and meetings, including for the President's Office, Board of Trustees meetings, commencement and other ceremonies, various other periodic committee, and employee training sessions.
7. Assists or administers assigned division projects, processes, and/or programs as assigned by the managerial personnel; provides assistance to division staff in various research and division-related projects; participates in developing and implementing division or campus-wide policies and procedures.
8. Assists in coordinating the evaluation process; i.e. schedules and tracks evaluation meetings; monitors and tracks submission of evaluation materials for faculty and staff as assigned.
9. May provide administrative assistance to College governance committees, including maintaining detailed and accurate records, compiling agendas, communicating directly with committee members, compiling back-up documentation for agenda items, and maintaining detailed tracking of governance processes and actions.
10. Composes, types, edits, and proofreads a variety of complex documents, including forms, memos, statistical and analytical reports, organization charts, program plans, and correspondence for division staff from rough draft, dictation equipment, handwritten copy, verbal instructions, or from other material using a computer; inputs and retrieves data and text using a computer terminal; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
11. Processes and prepares a variety of documents, materials, and records according to established procedures and practices, such as divisional documents payroll records and monitoring payroll and expenditures for grant compliance. Calculates, inputs, and tracks faculty loads and lecture hour equivalency; ensures accuracy of the division's class schedules; submits faculty attendance reports monthly.
12. Provides information to the public to ensure an understanding of division and College policies, contracts, and procedures; listens to questions and responds to inquiries and complaints, and explains procedures requiring a significant level of independent judgment, discretion, and interpretation; coordinates or resolves problems of a complex nature when appropriate.
13. Designs and implements complex file, index, tracking, and record keeping systems; researches and/or gathers records, data, and written information regarding divisional programs and processes to prepare complex reports and provide follow-up information to customer and staff inquiries.
14. May provide support to or serve in assisting the division head or President in the Executive Assistant's absence.
15. 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.
16. Performs other related or lower classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Practices and methods of general office administration, including the use of standard office equipment.
2. Principles and practices of providing technical and functional direction and training to assigned staff.
3. Computer applications related to the work, including word processing, database, and spreadsheet applications.
4. Applicable federal, state, and local laws, codes, regulations, and policies, technical processes, and procedures related to the division to which assigned.

5. Principles and procedures of financial record keeping and reporting, basic accounts payable, and purchasing. Including business arithmetic, financial, and statistical techniques.
6. Principles and practices of data collection and report preparation.
7. Business letter writing and the standard format for reports and correspondence.
8. Record keeping principles and procedures.
9. Modern office practices, methods, and computer equipment.
10. Alphabetical and numerical filing methods.
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. Maintain confidentiality and be discreet in handling and processing confidential information and data.
2. Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, policies, and timelines, as well as complex administrative and divisional policies and procedures.
3. Perform responsible administrative support work with accuracy, speed, and general supervision.
4. Provide varied and responsible office administrative work requiring the use of tact and discretion.
5. Plan, schedule, assign, and oversee activities of assigned personnel.
6. Inspect the work of others and maintain established quality control standards.
7. Train others in proper and safe work procedures.
8. Identify and implement effective course of action to complete assigned work.
9. Understand the organization and operation of the College and of outside agencies as necessary to assume assigned responsibilities.
10. Compose correspondence and reports independently or from brief instructions.
11. Understand and carry out complex oral and written directions.
12. Research, analyze, and summarize data and prepare accurate and logical written reports.
13. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
14. Establish and maintain a variety of filing, record-keeping, and tracking systems.
15. 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.
16. Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
17. Use English effectively to communicate in person, over the telephone, and in writing.
18. Understand scope of authority in making independent decisions.
19. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
21. 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 an Associate's degree from a regionally accredited college with major coursework in business or public administration, public policy, or a related field, and three (3) years of varied administrative support experience preferably involving public contact; or two (2) years of experience equivalent to Administrative Specialist III at the College.

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; to operate a motor vehicle to visit various College and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in 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 divisional policies and procedures.