

## SANTA CLARA COUNTY OFFICE OF EDUCATION

### **CLASS TITLE: ADMINISTRATIVE ASSISTANT - SENIOR**

#### **BASIC FUNCTION:**

Under the supervision of an assigned Director, performs a wide variety of complex secretarial and administrative assistant duties to relieve the Director of administrative and clerical detail; plans, coordinates and organizes day-to-day office operations and activities; coordinates flow of communications and information for the Director; prepares and maintains a variety of manual and automated records and reports related to assigned activities; serves as a lead for other administrative and support staff; services as a liaison between the Director and other County Office staff and members of the public; assists in promoting a culture of customer service and responsiveness for the department.

#### **DISTINGUISHING CHARACTERISTICS:**

This class is designed to prepare incumbents for promotional opportunities into higher levels of employment. The incumbent is expected to consistently work independently with limited direction in carrying out assigned tasks in a fast-paced environment, often subject to change. The incumbent must be able to troubleshoot a variety of commonly occurring problems and calmly handle suddenly developing problems and situations, and provide guidance to other employees. The incumbent is also expected to make recommendations for improvement regarding day-to-day operations. The Administrative Assistant - Senior serves as the primary administrative support for a Director within a varied, complex, and multi-layered department with wide-reaching organizational impact, serving a variety of constituents and customers. The Administrative Assistant IV serves as the primary administrative support for a large, complex department managed by a Director III. The Administrative Assistant III performs more advanced clerical and secretarial duties in support of a Director I or II. The Administrative Assistant I, II performs a variety of clerical and secretarial duties in support of an administrator such as a supervisor, manager or specialist.

#### **REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

#### **ESSENTIAL DUTIES:**

Performs a variety of complex and highly responsible administrative assistant duties to relieve the Director of administrative and clerical detail; plans, coordinates and organizes day-to-day office operations and activities; coordinates flow of communications and information; assures smooth and efficient office operations; assures related functions comply with established laws, rules, regulations, policies and procedures; maintains confidentiality of privileged and sensitive information; assist in the development and implementation of departmental procedures to assume complete and timely operations.

Serves as primary administrative support to the assigned Director; in a strategic customer-oriented manner performs public relations and communication services for the Director; receives, screens and routes telephone calls; takes, retrieves and relays messages as needed; schedules and arranges appointments, conferences and other events.

Receives visitors, including administrators, staff, parents and the public; provides information or direct to appropriate personnel; exercises independent judgment in resolving a variety of complex and non-routine issues; analyzes and refers difficult issues to the Director as needed; ensures the Director is immediately informed of all critical and developing situations as directed and appropriate; provides technical information and assistance related to programs or operations and related laws, rules, regulations, policies and procedures.

Research, prepare, compile, and maintain a variety of narrative, qualitative, and quantitative records and reports; identifies and resolves any discrepancies in data collection and maintenance and report preparation; collect, synthesize, and analyze data in qualitative and quantitative formats; make recommendations for departmental and office improvement based on analyzes; compiles and verifies a variety of data and information and prepares and maintains a variety of records, logs and reports; establishes and maintains filing systems; monitors and records staff attendance, prepares department attendance reports for submission to payroll; assures mandated reports are completed and submitted to appropriate agency according to established time lines.

Inputs a variety of data into an assigned computer system; establishes and maintains automated records and files; initiates queries, develops spreadsheets, manipulates data and generates various computerized lists and reports as requested; assures accuracy of input and output data.

Composes, independently or from oral instructions, note or rough draft, a variety of materials such as inter-office communications, forms, letters, memoranda, bulletins, agenda items, labels, fliers, requisitions, handbooks, newsletters, brochures, certificates, contracts and other materials; formats materials to meet program and office needs; maintains department website content as directed; revises, verifies, proofreads and edits a variety of documents.

Distributes, collects, processes and evaluates a variety of forms and applications related to assigned functions; duplicates and distributes materials as needed; assists with the preparation, processing and maintenance of grant information, records and related materials as assigned.

Coordinates, schedules and attends a variety of meetings, workshops and special events; prepares and sends out notices of meetings; compiles and prepares agenda items and other required information for meetings, workshops and other events; sets-up equipment and supplies for meetings and other events as needed; takes, transcribes and distributes minutes as directed.

Coordinates and implements financial and clerical accounting activities as assigned; runs budget and financial reports; monitors funds for income and expenditures; assures expenditures to do not exceed established budget limitations; calculates, prepares and revises accounting and budgetary data; balances and reconciles assigned accounts and budgets; assists with budget development and preparation; maintains financial and statistical records and files; prepares contracts and process contracts according to established policies and procedures.

Assumes a lead role in the office and trains, meets and consults with, provides work direction and guidance to designated support personnel as assigned; provides input concerning employee interviews and evaluations as requested; assists in coordinating the work and activities for the office and the work of designated support personnel; ensures the proper prioritization, timely completion, and meeting of deadlines for assigned projects and tasks; assists in resolving minor or routine staff issues and refers complex

issues to the Director.

Performs complex and difficult special projects and prepare various forms and reports on behalf of the assigned Director; attends to administrative details on special matters as assigned.

Communicates with personnel and various outside agencies to exchange routine, non-routine, complex, or confidential information, requests and provides materials, coordinates activities and resolves issues or concerns; interprets, applies and explains laws, codes, rules, regulations, policies and procedures.

Operates a variety of office equipment including a calculator, copier, fax machine, computer and assigned software; arrange for equipment repairs as required.

Receives, opens, sorts, screens and distributes incoming mail; composes replies independently or from oral direction; prepares and distributes informational packets and bulk mailings.

Maintains appointment and activity schedules and calendars; coordinates travel arrangements and hotel reservations as necessary; processes reimbursement claims; reserves facilities and equipment for meetings and other events as needed.

Monitors inventory levels of office and designated supplies; orders, receives and maintains appropriate levels of inventory as required; prepares, processes and codes purchase orders and invoices as assigned; arranges for billings and payments as directed.

Collects various monies and fees for assigned office or programs as required; prepares deposits as directed.

Attends, coordinates and participates in meetings, conferences and trainings as assigned; conducts site visits, or travels for work, as needed.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Organizational operations, policies and objectives.
- Policies and objectives of assigned programs and activities.
- Applicable laws, codes, regulations, policies and procedures.
- Record-keeping and filing techniques.
- Business letter and report writing, editing and proofreading.
- Telephone techniques and etiquette.
- Methods, procedures and terminology used in clerical accounting work.
- Modern office practices, procedures and equipment.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.
- Oral and written communication skills.
- Record retrieval and storage systems.

Intermediate public relations techniques.  
Mathematical calculations.  
Budgeting practices for budget monitoring and control.

**ABILITY TO:**

Perform a variety of sensitive and complex administrative assistant duties to relieve the Director of administrative and clerical detail.  
Plan, coordinate and organize office activities and coordinate flow of communications and information for the Director.  
Assure smooth and efficient office operations.  
Understand and resolve issues, complaints, and programs.  
Interpret, apply and explain laws, codes, rules, regulations, policies and procedures.  
Compile and prepare comprehensive reports concerning a broad spectrum of subject matter.  
Compose effective correspondence independently.  
Perform a variety of clerical accounting duties in support of assigned department or program.  
Type or input data at an acceptable rate of speed.  
Answer telephones and greet the public courteously.  
Complete work with many interruptions.  
Maintain a variety of records, logs and files, often working with complex and sensitive information and data.  
Utilize a computer to input data, maintain automated records and generate computerized reports.  
Establish and maintain cooperative and effective working relationships with others.  
Meet schedules and time lines.  
Work independently with little direction.  
Communicate effectively both orally and in writing.  
Determine appropriate action within clearly defined guidelines.  
Add, subtract, multiply and divide with speed and accuracy.

**EDUCATION AND EXPERIENCE:**

*Any combination equivalent to:* Graduation from high school supplemented by an Associate's degree, or equivalent college-level course work in a related area of study, and four years of increasingly responsible office coordination experience in a lead role, involving frequent public contact.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.  
Constant interruptions.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information in person or on the telephone.  
Dexterity of hands and fingers to operate a computer keyboard.  
Seeing to read a variety of materials.  
Sitting or standing for extended periods of time.  
Bending the waist, kneeling or crouching to file and retrieve materials.

Approved by Personnel Commission: December 14, 2016



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Kristin Olson  
Director-Classified Personnel Services

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