

## SANTA CLARA COUNTY OFFICE OF EDUCATION

### **CLASS TITLE: ADMINISTRATIVE ASSISTANT II**

#### **BASIC FUNCTION:**

Under the supervision of an assigned administrator, performs a variety of clerical and secretarial duties to relieve the administrator of administrative and clerical detail; coordinates flow of communications and information for the administrator; prepares and maintains a variety of manual and automated records and reports related to assigned activities.

#### **DISTINGUISHING CHARACTERISTICS:**

The Administrative Assistant II performs a variety of clerical and secretarial duties in support of an administrator such as a supervisor, manager or specialist. 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.

#### **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 clerical and support duties to relieve the administrator of administrative and clerical detail; assists in assuring smooth and efficient office operations; coordinates flow of communications and information for the administrator.

Serves as administrative support to the assigned administrator; performs public relations and communication services for the administrator; 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 and provides information or directs to appropriate personnel; responds to inquiries and provides information and assistance related to office or program operations, activities, policies and procedures.

Compiles information and prepares and maintains a variety of records, logs and reports related to programs, students, financial activity, budgets, attendance, staff and assigned duties; establishes and maintains filing systems; reviews, revises, verifies and proofreads a variety of documents.

Inputs a variety of data into an assigned computer system; establishes and maintains automated records and files; initiates queries 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 and other materials.

Researches, compiles and verifies a variety of data and information; computes statistical information for various reports as necessary; processes a variety of forms and applications related to assigned functions; duplicates and distributes materials as needed.

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

Performs a variety of clerical accounting duties in support of assigned program or office as assigned; monitors funds for income and expenditures; calculates, prepares and revises accounting and budgetary data; balances and reconciles assigned accounts and budgets as required.

Communicates with personnel and various outside agencies to exchange information and resolve issues or concerns.

Operates a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.

Receives, sorts and distributes mail; prepares and distributes informational packets and bulk mailings as directed.

Maintains appointment and activity schedules and calendars; coordinates travel arrangements and hotel reservations as necessary; reserves facilities and equipment for meetings and other events as needed; arranges for substitute personnel as required.

Monitors inventory levels of office and designated supplies; orders, receives and maintains appropriate levels of inventory as required; processes purchase orders and invoices as assigned.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Modern office practices, procedures and equipment.
- Policies and objectives of assigned programs and activities.
- General terminology, practices and procedures of assigned office.
- Record-keeping and filing techniques.
- Business letter and report writing, editing and proofreading.
- Telephone techniques and etiquette.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Principles and practices of data processing.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.
- Oral and written communication skills.
- Methods of collecting and organizing data and information.
- Mathematic calculations.

ABILITY TO:

- Perform a variety of clerical and secretarial duties to relieve the administrator of administrative and clerical detail.
- Coordinate flow of communications and information for the administrator.
- Assist in assuring smooth and efficient office operations.
- Compose correspondence and written materials independently or from oral instructions.
- 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.
- Compile and verify data and prepare reports.
- Maintain a variety of records, logs and files.
- 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.
- Add, subtract, multiply and divide with speed and accuracy.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Graduation from high school, supplemented by college level coursework in English, or related field, and two years of administrative/secretarial support experience preferably in an educational environment.

**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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