

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: ADMINISTRATIVE RESEARCH ASSISTANT**

**BASIC FUNCTION:**

Under the supervision of an assigned director, performs a wide variety of complex administrative assistant duties and research support, to support office operations and personnel within the Office of the Superintendent; relieves directors of administrative and clerical detail; plans, coordinates and organizes day-to-day office operations and activities; assists department staff in a variety of research and evaluation activities; serves as a resource in the area of program evaluation and educational research; coordinates flow of communication and information; coordinates special events and projects as required.

**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 directors of administrative and clerical detail; plans, coordinates, and organizes daily office operations and activities; coordinates flow of communication and information as related to assigned duties and responsibilities; assures smooth and efficient office operations; maintains confidentiality of privileged and sensitive information.

Coordinates, schedules and attends a variety of meetings, workshops and special events; maintains appointments and calendars; 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.

Assists with preparation of survey implementation, data entry and analysis, and research and evaluation reports; provides research assistance with education research and evaluation activities; provides research support and data analysis on demographics, enrollment, student achievement, community characteristics, financial information, and others.

Supports research studies related to such matters as early childhood education, enrollment, retention, staffing patterns, program vitality and evaluation, school district organization, school district and community characteristics, and student achievement.

Performs public relations and communication services in support of the office, office personnel and assigned projects; receives, screens, and routes telephone calls; takes, retrieves, and relays messages as needed; schedules and arranges appointments, meetings, conferences, and other events.

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

Receives visitors, including administrators, staff, parents, and the public; provides information or directs to appropriate personnel; exercises independent judgement in resolving a variety of complex and non-routine issues; analyzes and refers difficult issues to administrators as needed.

Acts as a liaison between the County Office, California Department of Education, school districts and school sites, regulatory agencies, and vendors, and serves as a resource to the responsible program administrators, program staff, and stakeholders.

Effectively uses word processing, database and spreadsheet software application programs and information and data management systems; operates a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.

**OTHER DUTIES:**

Performs related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Record retrieval and storage systems.
- Basic public relations techniques.
- Record-keeping and filing techniques.
- Business letter and report writing, editing and proofreading.
- Telephone techniques and etiquette.
- Methods for preparing research reports, summaries, and presentations.
- On-line survey design and administration.
- Educational services and instructional program measurement and data collection tools and instruments.
- Basic information systems, methods, and capabilities as they pertain to research techniques.
- Basic principles and strategies of effective education program evaluation and statistical practices.
- Oral and written communication skills.
- Operation of database, presentation, graphics, word-processing, and research software systems.
- Technical writing and data presentation.
- Correct English usage, grammar, punctuation, spelling, vocabulary and composition.
- Applicable laws, codes, rules, regulations, and assessment tools related to assigned activities.
- Interpersonal skills including tact, patience and courtesy.

**ABILITY TO:**

- Learn, interpret and apply policies, laws, rules, regulations, and objectives of the County Office and the specific requirements of assigned educational programs/projects.
- Perform basic research tasks using critical and independent judgment.
- Communicate effectively in both oral and written form.
- Prepare reports and summaries of a technical nature.
- Assist others to identify information needs, secure relevant information, analyze alternatives, and select appropriate procedures.
- Work independently under minimum supervision.
- Establish and maintain cooperative and effective working relationships with others.
- Meet schedules and timelines.

Operate standard office and survey scanning equipment including a personal computer, scanner, printer, copier, fax machine and other peripheral equipment.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Associate’s degree with coursework in research methods, statistical techniques or a related field, and three years of increasingly responsible administrative assistant experience involving frequent public contact, or three years of increasingly responsible experience as a research assistant. Experience preparing and implementing surveys is preferred.

**ENVIRONMENT:**

Office environment.

**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: April 10, 2019



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Jonathan Muñoz  
Director - HR/Classified Personnel Services

Date: 04/10/19