

# SANTA CRUZ COUNTY OFFICE OF EDUCATION

## ADMINISTRATIVE ASSISTANT

### **DEFINITION**

Under general supervision, to perform a variety of responsible secretarial and administrative support duties in support of an administrator; and to provide general information and assistance to faculty, staff, parents, and the general public.

### **SUPERVISION EXERCISED**

May exercise functional and technical oversight over clerical staff.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Attend to and process routine administrative details not requiring the immediate attention of assigned administrator; independently respond to routine letters and general correspondence; compose and prepare letters, memoranda, and reports pertaining to standard policies.

Perform the full range of secretarial duties and provide routine administrative support for assigned management staff involving the use of independent judgment and personal initiative; type and proofread a wide variety of reports, letters, and memoranda; type from rough draft, verbal instructions, or transcribing machine recordings; verify and review forms and reports for completeness and conformance with established regulations and procedures.

Serve as an information source regarding program policies, procedures, and objectives to the public and County Office of Education staff; receive and interview office visitors and telephone callers; answer questions and provide information; resolve complaints; refer caller to appropriate source as necessary.

Coordinate, prioritize, and oversee the workflow within an operational unit and in conjunction with other units and agencies.

Compile, tabulate, and interpret data and information; prepare and assemble a variety of summaries, reports, manuals, newsletters, and other materials and distribute to staff.

Maintain appointment schedules and calendars for assigned staff; coordinate travel and meeting arrangements; arrange meetings, conferences, and other functions.

Initiate and maintain a variety of files and records for information related to the assigned office; maintain and update resource materials including program manuals, handbooks, brochures, and other published materials.

Collect, compile, tabulate and review information pertaining to specified administrative or educational activities and functions of County Office or unit staff; compile and organize information for the preparation of special reports as assigned.

Process requests from other sources; research historical information in files and records.

Perform administrative duties within the clerical support system; recommend improvements in work flow, procedures, and use of equipment and forms.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)**

Participate in the office budget preparation and administration; gather and compile information required for budget development; monitor expenditures.

Attend meetings as assigned; record, transcribe, and distribute minutes and other documents as directed.

Operate modern office machines and equipment including word processors, typewriters, printers, copiers, calculators, and FAX machines; routinely use a full range of word and Google suite processing and spreadsheet computer software applications.

Order, receive, inventory, store, and distribute supplies, forms, and related items.

Attend and participate in staff meetings and in-services activities; attend workshops, conferences, and classes to increase professional knowledge.

May review employee time and attendance for accuracy prior to signature by designated management employee.

Perform related duties and responsibilities as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**

Principles and practices of data collection and basic report preparation.

Modern office procedures, methods, and equipment including computer equipment and applicable software programs.

English usage, spelling, vocabulary, grammar, and punctuation.

Principles and practices of business letter writing.

Principles and procedures of record keeping.

Principles and techniques used in dealing with the public.

Word and Google suite processing methods, techniques, and programs including spreadsheet and database applications.

Practices used in minute taking and preparation.

Basic mathematical principles.

**Skill and Ability to:**

Operate modern office equipment including computer equipment.

Type and transcribe at a speed necessary for successful job performance.

**Skill and Ability to (Continued):**

Learn the procedures, functions, and limitations of assigned position.

Learn, interpret, and apply pertinent federal, state, and local laws, codes, and regulations including administrative and departmental policies and procedures.

Work under limited supervision within a framework of standard policies and procedures.

Understand the organization and operation of the assigned department and the County Office necessary to assume assigned responsibilities.

Perform mathematical computations quickly and accurately.

Plan and organize work to meet schedules and timelines.

Compile and tabulate data and information and prepare summaries and reports.

Understand and follow oral and written instructions.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

**EDUCATION AND EXPERIENCE**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Education:**

Equivalent to completion of the twelfth grade supplemented by specialized secretarial course work in office practices is desirable.

**Experience:**

Two years of increasingly responsible secretarial experience.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid California driver's license and appropriate vehicle operation insurance.

**Qualification Requirements:**

To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**SPECIAL REQUIREMENTS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential duties require the following physical skills and work environment:*

While performing the duties of this job, with or without the use of aids, the employee is regularly required to sit, stand or walk for extended period of time; dexterity of hands and fingers to operate a computer and sustain repetitive motion of wrists and hands for intervals of time, telephone and other standard office equipment; see and read a computer screen and printed matter; hear and understand speech at normal levels on the telephone or in person; speak so that others may understand at normal levels and on the telephone; and grasp, push, pull and move, lift and/or carry up to 10 pounds.

Ability to work in a standard office environment.

**Approval Date:** January, 1994.

**Revised:** May 18, 2010

**Revised:** June 15, 2021 (Previous Title: Administrative Secretary)