

College of the Redwoods

Position Description

Position: Administrative Office Assistant II	Position Number:
Department:	FSLA: Non-exempt
Reports to:	Salary Grade: 111

Summary

Performs recurring, yet technically oriented clerical, secretarial, and clerical accounting duties to support a department, program or equivalent College function. Duties will vary depending on the assignment.

Essential Duties and Responsibilities

Specific duties may vary among departments and jobs. Incumbents typically perform a substantial portion or all of the following kinds of duties:

- Types letters, memos, creates emails, reports, work orders, requisitions or other documents from straight copy, rough drafts or verbal instruction. May prepare handbooks and update online resources such as webpages, course shells, or guides.
- Processes routine documents of moderate complexity requiring knowledge of the special terminology, policies and procedures of department or area of specialized function.
- Performs analytical duties such as evaluating student applications for specific programs by pre-screening registration materials, language assessment test scores, and other materials that would identify and profile student needs.
- May schedule, coordinate, and administer tests.
- May perform receptionist duties. Greets visitors, staff or students in person or over the telephone, ascertains nature of business and provides standard information related to area of assignment. Work activities include answering all incoming phone lines of department and routing calls to appropriate extensions as well as monitoring department email inbox and forwarding and responding to messages as appropriate.
- Provides special assistance to students, including those with special needs. May refer students to other services and college support.
- Maintains records and files of documents processed for ready access and compiles various reports according to well-defined operating procedures.
- Ensures the timely distribution and receipt of a variety of records and reports. Requests or provides information as necessary to assure completeness and accuracy.
- Compiles statistical data, reports routine administrative or financial transactions or other data and maintains various department information spreadsheets or databases. Searches out information in departmental records and files.
- Reviews and prepares documents for entry of information into electronic data

processing system. Follows up as necessary to complete documents. Enters and updates information into system according to standard formats.

- May perform registration duties such as originating and preparing student transcripts and registration packets, daily schedules, newsletters and other general correspondence.
- Maintains confidentiality of information processed or received during the course of performing assigned duties.
- May coordinate programs, workshops, meetings between program staff, District administrators or the general public. May schedule student appointments.

Operates a variety of office machines such as but not limited to personal computer, copy machine, scanner, and printer.

- May prepare and route documents for signature.
- Receives, sorts and distributes incoming mail. Composes routine correspondence independently as appropriate.
- Performs other related duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Requires basic knowledge of clerical practices, general office procedures, filing record keeping, receptionist and telephone techniques and etiquette. Requires basic knowledge of departmental procedures and standing instructions related to work performed. Requires good English, grammar, spelling, punctuation and math skills. Must have sufficient communication skills to project a positive image and convey basic information to customers.

▪ Abilities

Requires the ability to perform the duties of the position efficiently and effectively, under general supervision. Must be able to learn, understand and apply district rules, regulations and policies. Requires the ability to operate standard office machines and equipment. Must be able to maintain records and prepare reports. Requires the ability to communicate with peers and other College staff or public in a manner reflecting positively on the department and College.

▪ Physical Abilities

Requires sufficient arm, hand, finger dexterity in order to operate keyboard, phone and other office equipment. Requires visual acuity to read words and numbers.

▪ Education and Experience

The position requires a High School diploma supplemented by college-level course work in general office practices. Minimum of 3 years of general clerical and typing experience in an area substantially similar to the job assignment.