

## College of the Redwoods

## Position Description

Position: Administrative Assistant - Confidential	Position Number:
Department: Business Services	FLSA: Exempt
Reports to: Vice President Administrative Services	Salary Grade: 121

### **Summary**

Under the direction of a Vice President, perform a variety of complex administrative assistant duties to relieve the Vice President of a variety of administrative details; plan, coordinate and organize the day-to-day office activities and coordinate communications, correspondence, meetings, public relations and information for the Vice President.

### **Essential Duties and Responsibilities**

- Perform a variety of complex administrative assistant duties to relieve the Vice President of a variety of administrative details; plan, coordinate and organize office activities for the Vice President; provide technical input to the Vice President concerning administrative time lines and priorities; assure smooth and efficient office operations, and proper and timely completion of projects and activities.
- Serve as primary assistant to the Vice President; coordinate communications, public relations and information for the Vice President; receive, screen and route telephone calls; take, retrieve and relay messages as needed; schedule, coordinate, arrange, prepare for and distribute information concerning appointments, conferences, meetings, special events and other activities.
- Receive visitors, including administrators, staff, faculty and the public; provide information or direction to appropriate staff; evaluate and exercise independent judgment in resolving a variety of complex issues and conflicts; refer difficult issues to the administrator as needed; provide detailed and technical information concerning operations, activities, programs, services, laws, codes, time lines, priorities, processes, regulations, policies and procedures.
- Prepare correspondence independently on a variety of matters; compose and type a variety of materials such as inter-office communications, forms, letters, memos, agendas, reports, newsletters, flyers, applications, notices, bulletins, brochures, publications, official correspondence, notices and proposals; review, revise, edit, format and proofread a variety of complex documents and information.
- Coordinate, schedule and attend various meetings; compile, prepare, revise and edit related notices, agenda items, and supporting documents for a variety of other administrative meetings; prepare and send out notices of meetings and other events; collect, compile and evaluate information for meetings; take, transcribe and distribute minutes.
- Research, compile, evaluate and verify a variety of data and information; compute statistical information and summarize data for various special projects and reports; process and evaluate a variety of forms, applications and paperwork; duplicate, assemble, distribute, collect, verify and assure accuracy and completeness of various documents; compile, prepare and assemble a variety of

packets and administrative information as needed.

- Perform specialized technical and administrative work requiring independent analysis of complex administrative, academic, business and student programs, services and activities; serve as a liaison and coordinate communications between the Vice President's office and other departments, outside agencies and others regarding division or department activities; assist the Vice President with coordinating personnel, projects and activities.
- Perform a variety of clerical accounting duties as required; calculate, prepare and revise accounting and budgetary data; balance, monitor and update accounts and budgets with income and expenditures; assist in assuring expenditures to do not exceed established budget limitations as assigned; identify and resolve discrepancies; detect accounting errors and make corrections.
- Prepare and maintain a variety of detailed and complex lists, records and reports related to meetings, personnel, budgets, projects, programs, facilities, services, financial activity and assigned duties; establish and maintain filing systems; prepare mandated reports for use by administrators, Board members, or State and federal agencies in accordance with established time lines and requirements as assigned.
- Develop, implement and perform special projects and surveys and prepare various forms and reports on behalf of the Vice President; attend to administrative details on special matters; monitor and keep the administrator current concerning progress of office projects and activities; assure office activities comply with established time lines and requirements.
- Input and update a variety of data in an assigned computer system; establish and maintain automated records and files; initiate queries, develop spreadsheets, and generate various computerized lists, reports and documents as required; compile, analyze, format and modify computerized data to meet various administrative needs; assure accuracy of input and output data.
- Coordinate travel and conference arrangements and reservations for the Vice President as needed; maintain and coordinate the Vice President's calendar; coordinate, arrange, reserve and set up facilities, services, supplies and equipment for various meetings and events as needed; notify appropriate individuals of meetings, appointments, events and related information.
- Train and provide work direction and guidance to assigned personnel; assign duties and review work for accuracy and completeness; monitor workflow and adjust activities as needed to complete assignments and projects in a timely manner.
- Receive, sort and distribute incoming mail, packages and materials as required; compose replies independently as assigned; contact others to request documents as needed; prepare outgoing mail and materials for distribution.
- Maintain appointment, event and activity calendars; receive, review, prepare and process a variety of requests and requisitions.
- Communicate with personnel, various outside agencies, students and the public to exchange information and resolve issues or concerns; contact others to request and verify data, documents and information as needed; assure timely communications between the Vice President's office and College employees.
- Develop processes and procedures to enhance efficiency of office programs and operations as directed; assist with implementing program or department plans,

policies and procedures; review and update policy manuals with changes; provide related information to College staff; assist with training seminars and workshops as assigned.

- Serve as the project manager for facilities requests and organizational needs; conducts research and analytical activities, which involves gathering background material and data in support of projects.
- Review and processes a variety of paperwork, which may include: requisitions, grants, applications, travel authorizations, and/or other related items.
- Compile, composes, edits, produces, and distributes detailed memos, e-mails, correspondence, complex policies, reports, speeches, and/or presentations.
- Maintains calendar, including the coordination of meetings for large groups.
- Takes and transcribes minutes of management meetings; distributes agendas, minutes, and other materials to attendees.
- Serve as a clearinghouse for communications, which includes prioritizing, disseminating, composing, and distributing information to District personnel, the public and key decision makers within the District.
- Disseminate oral and written communications and information as requested to external and internal customers.
- Manage activities within the office, which includes: communications, budgeting, workflow, inquiries, and/or other related information.

## **Qualifications**

### **▪ Knowledge and Skills**

Terminology, practices, procedures, functions and operations of an administrative office.

Organization, operations, policies and objectives of assigned programs and activities. Applicable laws, codes, regulations, policies and procedures.

Organization, operations, policies and objectives of assigned programs and activities.

Modern office practices, procedures and equipment.

Record-keeping and filing techniques.

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

Methods, procedures and terminology used in clerical accounting work.

Telephone techniques and etiquette.

College standards and requirements related to assigned department or division and activities.

Oral and written communication skills.

Record retrieval and storage systems.

Interpersonal skills using tact, patience and courtesy.

Methods of collecting and organizing data and information.

Business letter and report writing, editing and proofreading.

Operation of a computer and assigned software.

Public relations techniques.

■ **Abilities**

Perform a variety of complex administrative assistant duties to relieve the Vice President of a variety of administrative details.  
Plan, coordinate and organize office activities and coordinate communications, correspondence, meetings, public relations and information for the Vice President.  
Assure smooth and efficient office operations.  
Interpret, apply and explain laws, codes, rules, regulations, policies and procedures.  
Interpret and communicate union contracts.  
Compile and prepare comprehensive reports concerning a broad spectrum of subject matter.  
Organize complex materials and summarize discussions and actions taken.  
Compose effective correspondence independently.  
Maintain a variety of complex and confidential files and records.  
Utilize a computer to input data, maintain automated records and generate computerized reports.  
Assure efficient and timely completion of office and program projects and activities.  
Understand and resolve complex issues, complaints or problems.  
Type or input data accurately and at an acceptable rate of speed.  
Take and transcribe dictation at an acceptable rate of speed.  
Operate a variety of office equipment including a computer and assigned software.  
Learn and adapt to new and emerging technology.  
Determine appropriate course of action within clearly defined guidelines.  
Meet schedules and time lines.  
Prioritize and schedule work.  
Work independently with little direction.  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.

■ **Physical Abilities**

Requires ambulatory ability to retrieve work materials and relocate to other offices.  
Requires visual acuity to recognize letters and numbers, hand-arm-eye coordination to keyboard (type) at an advanced rate, auditory ability to speak to individuals and groups in person and over the phone.

■ **Education and Experience**

Bachelor's degree from an accredited institution and one (1) year of work related experience  
OR Associate Degree from an accredited institution and two (2) years of work related experience.  
Experience working with the public in a customer service environment, exceptional customer service focus is a must.  
Excellent verbal and written communication skills.

■ **Licenses and Certificates**

A valid driver's license.