

Position:	Administration Clerk	Position Control:	
Department:	Learning Center	Position Class:	Secretarial/Clerical
Gives Direction:	--	Unit:	Classified
Direct Supervisor:	Pre-Collegiate Success Coordinator	Salary Range:	13
Next Level Supervisor:	--	Hours per week:	19
Educ. Admin.:	VP, Instruction	Months per year:	12
Date Established:	October 2017	FLSA Exemption Status	Non-exempt

DEFINITION

Under general supervision, performs a variety of receptionist and specialized clerical and administrative tasks in support of the Learning Center; performs related duties as assigned.

CLASS CHARACTERISTICS

Employees in this class have responsibility to perform specialized clerical and administrative tasks in support of various administrative offices.

REPRESENTATIVE DUTIES

The following duties are typical of those performed by employees in the classification, however, employees may perform other related duties not listed and not all duties listed are necessarily performed by each employee.

Perform a variety of routine clerical and administrative tasks which may include, but are not necessarily limited to, responding to inquiries and requests, processing mail, performing data entry, proofreading, typing, copying, faxing and filing documents, ordering and maintaining office supplies, collecting and distributing documents and supplies.

Answer department phone; provides information and assistance to caller, screens calls to handle appropriately which may include handling calls on own without forwarding, taking messages and/or routing calls to appropriate personnel.

Assist in the maintenance and retention of department records.

Assist in the maintenance of department databases and web pages.

Assist in the development and revision of standard forms, fliers and documents.

Assist in the research, preparation and compilation of various reports.

REPRESENTATIVE DUTIES, continued

Assist with routine clerical tasks associated with the Learning Center and the Pre-Collegiate Success Coordinator such as scheduling, absence tracking, posting of notices, coordination of travel, expenses, and maintenance. Sign students and student tutors in and out of the labs daily. Check and collect time cards.

Assist with the preparation, maintenance and distribution of tutoring schedules, policies and procedures.

Attend meetings as assigned and provides administrative staff support, including taking notes and preparing agendas and minutes.

Perform other related duties as requested or assigned.

EMPLOYMENT STANDARDS

Minimum Qualifications

High school diploma or equivalent and two (2) years of clerical experience which includes experience with Microsoft Office and a demonstrated ability to use data management systems. Possess the sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff, faculty and the general public.

Desired Qualifications

Associates degree or equivalent.

Experience utilizing Banner educational database system.

Experience working in a higher education system.

Personal

Ability and desire to work cordially and effectively with students, staff, faculty, and the general public; show initiative, poise, good judgment, and tact; oriented in customer service; maintain confidentiality, detail oriented; dependable in attendance and punctuality; flexible in assuming other assignments as the need arises; possess the sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff, faculty and the general public.

Knowledge of

General secretarial skills and techniques, including but not limited to: effective methods of working with the public; effective written and oral communication skills; basic research and evaluation methods; use of standard office computer applications; organizational and prioritization skills.

Ability to

Perform receptionist and clerical duties.

Provide information in a clear and understandable manner.

Work confidentially with discretion.

Work independently and as a member of a team.

Process and analyze complex data effectively and efficiently.

Provide good customer service.
Learn office policies, rules and practices.
Understand and follow oral and written directions.
Meet schedules and timelines.
Maintain records and prepare accurate reports.
Maintain confidentiality.
Communicate effectively both orally and in writing.
Establish and maintain cordial, cooperative, and effective working relationships with others.
Learn District processes, procedures, rules, laws and regulations.
Learn District programs and services offered to students.
Read and interpret and maintain currency of knowledge of applicable state and federal laws, rules and regulations.
Be efficient and well organized.
Enter and retrieve computer information accurately.
Keep files current, accurate and in order.
Comply with requested data, reports, and fiscal operations.

WORKING CONDITIONS

Assignments are typically 19 hours per week and 12 months per year. May require over-time, weekends or evening hours throughout the year. Work is generally performed indoors but may involve traveling to district or county offices to complete assignments or for research, workshops, training or meetings.

PHYSICAL REQUIREMENTS

1. Vision sufficient to read documents and computer terminal displays.
2. Speech and hearing to communicate in person or by telephone.
3. Manual dexterity sufficient to use a variety of office equipment, computer keyboards and to handle paper.
4. Sit for long periods of time.
5. Stand for long periods of time.
6. Ability to lift and carry 25 pounds such as paper and reports.
7. Ability to bend and reach to retrieve and file supplies, equipment and documents.

Reasonable accommodations will be made for candidates and employees with physical disabilities.

ENVIRONMENT

Community college campus serving a diverse student population with an emphasis on student success. Work is generally performed in a busy office environment providing direct student service and meeting varied deadlines.

SUPERVISION

Supervision is received from the Pre-Collegiate Success Coordinator. This position has no supervisory responsibilities. May take or give work direction on projects as assigned.

DISCLAIMER

This program is categorically funded and continued employment is dependent upon adequate funding.