

DEPARTMENTAL ASSISTANT

DEFINITION:

Under general supervision, to provide secretarial and clerical support to a supervisor and staff within a College department or program; to assist students with accessing resources and programs that promote their academic success; to prepare routine reports and documents; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

Performs a variety of secretarial and clerical duties in support of a college department or program. Work is performed under clearly defined guidelines from which to make decisions, and the availability of supervision in unique circumstance. Specific duties will vary depending on the program or department to which assigned.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Performs a variety of secretarial and clerical duties including word processing, filing, gathering information, checking and posting data; opening and distributing incoming mail and supplies; and duplicating materials;
- Explains departmental programs to students and assists them in completing required application and registration materials;
- Schedules appointments for students with department faculty or staff;
- Composes routine correspondence, minutes, forms and other documents; works from notes, brief instructions or prior documents;
- Assists instructors by preparing instructional materials such as workbooks and examinations; monitoring and posting student attendance data; posting exam results; and distributing assignments or class materials in instructors' absence;
- Assists with preparing routine regulatory and departmental reports by gathering, organizing and summarizing information from a variety of sources into usable formats;
- Coordinates staff's schedules; maintains calendar of department events and dates;
- Makes travel arrangements such as hotel reservations, conference bookings and airline reservations; prepares conference request forms;
- Coordinates and schedules group meetings; includes booking facilities, typing agendas, sending announcements and assembling information;
- Records and transcribes minutes of department meetings;
- Assembles and maintains student files, ensuring accuracy, completeness and security;
- Prepares, types and copies informational materials; designs and updates handouts;
- Performs reception duties; answers telephones, greets visitors and provides information or refers to correct office;
- Maintains inventory of supplies and forms; prepares purchase requisitions;
- May serve as department cashier including depositing funds at the Business Office;
- May train, and provide work direction and guidance to student workers.

MINIMUM QUALIFICATIONS:

Knowledge of:

English grammar, spelling, punctuation and composition.
Standard formats for letters, memos and reports.
Personal computer applications software including spreadsheets and word processing.
Proper method and format for recording and transcribing meeting minutes.
Protecting the confidentiality of sensitive information.
Procedures, regulations, formats and information specific to the department to which assigned.

Skill in:

Providing office support to a group of individuals with varying needs.
Setting priorities, meeting deadlines and completing work.
Operating personal computer for word processing, spreadsheets, and basic desktop publishing.
Understanding and following written procedures and regulations.
Office organization and the ability to handle multiple tasks with constant interruption.
Establishing and maintaining effective working relationships with those contacted in the course of work, including occasional incidents where a student becomes frustrated with the process.
Researching, compiling and summarizing a variety of information in various formats.
Using initiative and judgment within established guidelines.

Other Requirements:

Specified positions within this class may be required to possess a valid California driver's license and have a satisfactory driving record; specified positions within this class may require certification of bilingual skill; specified positions within this class may require being able to pass fingerprint clearance, physical and tuberculosis test to work with young children.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Completion of high school, and at least one year of responsible secretarial or office experience; business or secretarial training and experience in an educational institution is desirable.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read computer screens, and handwritten and printed documents; manual dexterity to operate keyboards and manipulate papers; speech and hearing to listen and communicate; bending and reaching to obtain or replace files and records. This work is typically performed indoors in a typical office environment, but may involve limited exposure to elements in picking up or delivering materials, and/or environmental exposures unique to a particular department setting, such as fumes associated with a process.