

Position: Administrative Assistant I	Position Number:
Department/Site: Area's Office	FLSA: Non-Exempt – (Classified CSEA)
Reports to: Director, dean, or other administrator in assigned area	Salary Range: 17

DESCRIPTION:

Under direct supervision of a director or other administrator, perform a variety of responsible administrative support activities related to an operational department or program. Perform a wide range of office support activities including reception, filing, typing, and maintaining records; exercise good judgment and tact; provide information on procedures, standards, and requirements where applicable; establish and maintain good public relations with staff, students, and the community at large.

DISTINGUISHING CHARACTERISTICS:

Administrative Assistant I is the entry-level position in this administrative support series of positions. Incumbents in this classification are expected to be able to do reception and clerical duties such as answering phones, directing calls, receiving guests, typing, and filing; to keep an office running smoothly, and to carry out office support tasks as requested. They may report to a director or supervisor.

REPRESENTATIVE DUTIES:

- Performs a wide variety of administrative support and operational activities to assist in the day-to-day operation of the assigned department or program.
- Maintains a working knowledge of the assigned department staff, programs, and operations; communicates basic information regarding courses and programs, policies, and procedures to students, faculty, staff, and the community.
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- Operates a multi-line telecommunications system; answers, screens, and directs calls to the appropriate department or individual; takes messages and relays pertinent information using electronic mail, voicemail, or in-person communication.
- Maintains a calendar of events, due dates, and schedules as they relate to the department or program.
- Maintains inventory of supplies and requisitions supplies.
- Maintains files and/or matters in progress; audits for accuracy.
- Compiles and assembles various types of data relating to the business of the departments; using computer equipment and the appropriate software programs, enters data into various spreadsheets, databases, or programs as required; creates reports; monitors and maintains financial records, including program budgets.
- Considers situations carefully and adopts an effective course of action to resolve various problems within the scope of authority using diplomacy, tact, friendliness, and poise. Refers unresolved issues immediately.
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