

ADMINISTRATIVE SUPPORT SECRETARY III

Definition:

Performs a variety of technically oriented administrative support and record keeping duties to provide support to a department or program. Duties will vary depending on the assignment.

Distinguishing Characteristics:

This position is the second journey level in the Administrative Support series. The position requires well-developed knowledge of the terminology, practices, and procedures of an area of specialization. This position requires the ability to develop procedures, initiate relevant tasks and assist the lead administrators and other clerical staff in the organization of office functions and meeting preparation. Advancement potential exists along both the Administrative Assistant and specialized career ladders, and will require additional specialized training and experience consistent with the requirements of individual positions. This position has frequent contact with employees of the organization and key staff in school districts, charter schools and other agencies in Sonoma County and outside of the County.

Supervision Exercised and Received:

Serves under general or limited supervision within the framework of standard policies and procedures. May serve as a Lead worker in a work unit and able to self-initiate relevant tasks

Examples of Duties and Responsibilities:

Duties and responsibilities may include, but are not limited to, the following:

- Performs a wide variety of responsible administrative support related assignments. Types letters, memoranda, work orders, purchase orders, contracts, reports or other materials from straight copy, rough drafts or verbal instructions. May assist in the preparation of handbooks and other program materials and websites.
- Maintains records and processes documents of moderate complexity requiring knowledge of the terminology, policies and procedures of department or area of specialized function.
- Receives and processes bills for payment, matching invoices to purchase orders and receipt of goods and services. Applies proper accounting/budgetary codes. Monitors budget line items to assure adequate funds.
- May perform receptionist duties for single or multiple work sections using a centralized phone system, with multiple lines. Greets visitors, staff, parents, students, etc. in person, over the telephone or electronically ascertains nature of business, using questions requiring specific program or subject knowledge, and provides standard information related to area of assignment.
- Establishes and maintains a variety of filing systems using a personal computer and document retention system.
- Receives and enters a variety of text and numeric data on to established data entry screens. Information includes but is not limited to budgets, mailing lists, purchase orders, inventory, statistics, expense claims, billing information and personnel documents.
- Compiles statistical data, posts routine administrative or financial transactions and maintains various department information onto establish data entry formats. Searches out information in departmental records and files.
- Maintains a calendars of schedules, programs, deadlines, and due dates for the department. Notifies and reminds staff of critical dates and events.
- May perform event registration duties such as originating and preparing registration packets, schedules, and other general correspondence, and arranging for meeting rooms.
- Receives, sorts and distributes incoming mail. Composes routine correspondence independently as appropriate.
- Operates a variety of current office machinery and equipment including a personal computer, facsimile machine, copier and telephone, etc.as well as digital formats and websites.
- Performs other duties as required to accomplish the objectives of the position.

Employment Standards:

Knowledge of:

- Working knowledge of modern office practices, procedures, and equipment, filing, financial record keeping, receptionist and telephone techniques and etiquette.
- Working knowledge of proper English, grammar, spelling and punctuation sufficient to prepare routine correspondence and documentation.
- Working knowledge of the operating characteristics of common office equipment including personal computers and office productivity software, copiers, facsimile machines, websites, etc.
- Working knowledge of departmental procedures and standing instructions related to work performed.
- Basic knowledge of accounting data entry systems and record keeping procedures and practices.
- Math skills sufficient to compute sums, quotients, fractions, percents, and ratios.
- Sufficient communication skills to greet and work cooperatively with clients and co-workers, and convey a positive, service-oriented image of the department.
- Knowledge of safe work practices.

Ability to:

- Perform all of the relevant duties of the position with only general or limited supervision.
- Operate a personal computer using accepted office software including word processing, databases, spreadsheets, and the use of common office equipment.
- Type or keyboard accurately at a rate of 50 w.p.m. from clear copy.
- Learn, understand, and apply office rules, regulations and policies required for effective job performance.
- Analyze recurring problems and apply appropriate solutions.
- Read, understand and apply information from contracts, and state, local, and federal laws and regulations.
- Write correspondence in a professional manner.
- Maintain confidential and sensitive information.
- Prioritize work in order to meet deadlines and maintain schedules.
- Maintain an orderly work environment and perform tasks in a prescribed and safe manner.
- Maintain and improve professional skills and knowledge.
- Be flexible and receptive to change and work effectively as part of a team devoted to customer service.
- Initiate projects and tasks within the functions of the department

Computer Skills:

- Intermediate Word Processing skills, such as the ability to format, save files for cross-platform use and in different versions, work with toolbars, menus, and rulers, insert graphics, use borders, and print labels and envelopes.
- Intermediate Database skills, such as the ability to sort and retrieve records; create layouts, reports, create and print mailing labels; perform mail merge for form letters; add, edit, delete fields and records.
- Intermediate spreadsheet skills, including the ability to open, modify, save, and print a new or existing spreadsheet, and enter text and numbers.
- Intermediate email skills, including the ability to send and open a file attachment.
- Basic desktop publishing including the ability to open, save, and print an existing desktop publishing document and make simple word processing changes.
- Internet usage, website usage and organization and use appropriate and professional conduct.

Education and Experience:

Any combination of education and experience that would likely provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

- Requires a High School diploma or equivalent, supplemented by formal or informal education or training which insures the ability to read and write at a level necessary for successful job performance.
- Formal or informal training in office procedures and record keeping highly desirable.

Experience:

- Requires three years of broad and varied experience in a general office or customer service setting.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- The position requires ordinary ambulatory ability to retrieve work materials, intermittent walking, standing, stooping, and carrying and lifting of lightweight materials (under 20 pounds).
- Requires visual acuity sufficient to recognize people, words, and numbers.
- Requires hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key, and other common office equipment.
- Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.
- Must have normal vision (20/20), corrected or uncorrected.

Work Environment:

The following conditions may be present:

- Work is performed in an office environment with minimal exposure to health and safety considerations.

Other Requirements:

- Must be fingerprinted and a satisfactory Department of Justice records check must be received by SCOE, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance, and possible participation in the DMV Pull Notice Program once employed.