
ADMINISTRATIVE SUPPORT SECRETARY IV

Definition:

Performs technical and complex administrative support and record keeping duties to provide support to a department, or program. Provides technical assistance to other staff on various aspects of work performed including use of technology to enter and access information. Duties will vary depending on the assignment.

Distinguishing Characteristics:

This position is the senior level in the Administrative Support Secretary series. The position requires in-depth knowledge of the terminology, practices, and procedures of an area of specialization. The position is regularly challenged and has the latitude to choose from alternatives when making independent judgments needed for work assignments. This position also requires well-developed record keeping knowledge to monitor and analyze department performance against budgets. Employees in this position will at times be expected to exercise considerable independent judgment. Advancement potential exists along specialized career ladders, and will require additional specialized training and experience consistent with the requirements of individual positions.

Supervision Exercised and Received:

Serves under limited supervision within the framework of standard policies and procedures. May serve as a team leader of other staff and student help.

Examples of Duties and Responsibilities:

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

- Performs a wide variety of complex and specialized administrative support related assignments. Types (keyboards) letters memoranda, work orders, purchase orders, reports, contracts, or other materials from straight copy, rough drafts or verbal instructions. Prepares flyers, handbooks, course catalogs, and other program materials.
- Maintains records and processes technical reports and documents requiring in-depth knowledge of the terminology, policies and procedures of department or area of specialized function. May contact external agencies for clarification on reporting requirements.
- 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 or over the telephone, ascertains nature of business and provides in-depth information related to area of assignment.
- Act as an information source to district administration, school principals, agencies and others regarding departmental/unit policies, procedures and requirements; receives and interviews callers; provides information where judgment, knowledge and interpretation of established procedures and policies are required.
- Establishes and maintains a variety of filing systems using a personal computer and document retention system.
- 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.
- Reviews and maintains financial information for at least one organizational unit. Receives, verifies, and enters information into an automated accounting system, forwards financial documents to be processed, and reviews financial reports, evaluating for accuracy.
- Ensures the timely distribution and receipt of a variety of records and reports. Requests or provides information as necessary to assure completeness and accuracy.
- Reviews and prepares documents for entry of information into electronic data processing system. Follows up as necessary to complete documents.
- Enters and updates information into system according to standard formats. Develops and customizes spreadsheets and databases to produce reports.
- Maintains a calendar of schedules, programs, deadlines, and due dates. 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, telephone, typewriter, etc.
- Performs other duties as required to accomplish the objectives of the position.

Employment Standards:

Knowledge of:

- In-depth knowledge of modern office practices, procedures, and equipment, filing, 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, etc.
- In-depth knowledge of departmental procedures, sufficient to explain to others, and standing instructions related to work performed.
- In-depth knowledge of accounting and record keeping practices and procedures.
- Math skills sufficient to compute sums, quotients, fractions, percents, and ratios.
- Sufficient communication skills to greet and work cooperatively with client and co-workers to 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 limited supervision and works independently to complete assignments.
- Operate a personal computer using accepted office software that includes but is not limited to word processing, spreadsheets, relational databases, desktop publishing, report writing, and graphic layout, and the use of common office equipment.
- Understand and apply office rules, regulations and policies required for effective job performance.
- Analyze complex and sensitive problems and apply appropriate solutions.
- Read, understand, interpret, and apply information from service contracts, and state, federal, and local laws and regulations.
- Write complex technical correspondence in a professional manner.
- Maintain confidential and sensitive information.
- Prioritize work in order to meet multiple deadlines and maintain schedules.
- Coordinate calendars and projects with administrative staff.
- Maintain an orderly work environment and perform tasks in a prescribed and safe manner.
- Maintain and improve professional skills and knowledge.
- Work flexible hours, which may include evenings and weekends.
- Be flexible and receptive to change and work effectively as part of a team devoted to customer service.
- Type or keyboard accurately at a rate of 55 w.p.m. from clear copy. May transcribe from a dictation machine with accuracy.

Computer Skills:

- Intermediate to advanced desktop publishing, including the ability to create a desktop publishing document, import text and graphics, create master pages and page numbers, spell check, work with basic page layout and design, use the toolbox and palettes.
- Internet usage including the ability to use Netscape or Explorer to view web pages, use a search engine, bookmark a site, download a file; print out web pages, copy text, edit bookmarks, print web pages, and observe copyright regulations

- Advanced Word Processing skills, such as the ability to format sections, multiple headers/footers; set tabs with leaders and indents; format text into columns and create and format tables and forms; insert watermarks, AutoShapes, and word art; create templates, and use merge functions
- Advanced Database skills, such as the ability to sort and retrieve records; create layouts and reports; create and print mailing labels; perform mail merge for form letters; add, edit, delete fields and records; and work with relational databases to create reports and lists
- Advanced spreadsheet skills, including the ability to insert formulas and mathematical calculations; create workbooks; use multiple worksheets; format and print worksheets; sort lists; and create graphs and charts
- Advanced email skills, including the ability to edit preferences, create folders and address books, appropriate use of reply and forward.

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 training in office procedures, clerical accounting, and record keeping, preferred.

Experience:

- Requires four 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 light weight 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.

Work Environment:

The following conditions may be present:

- Work is performed in an office and/or a variety of off site locations 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).
- Must have normal vision, corrected or uncorrected.
- 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.