

DIVISION SUPPORT ASSISTANT

Definition:

This position supports a division through a variety of highly specialized secretarial and administrative support duties in support of an organizational unit with multiple departments. The Division Support Assistant coordinates the flow of information among work teams and may distribute work to other support staff. Work activities include, but are not limited to: development and administration of office work flow systems; independent research; assistance in budget development and monitoring; general record keeping; and coordination of programs, meetings, and projects that involve other work teams and departments.

Distinguishing Characteristics:

Advancement to this position would require compliance with the qualifications of the position and the successful candidate demonstrate the following competencies: ability to deal with sensitive information; in-depth proficiency in word processing, spreadsheet, relational databases, and graphics media; and the ability to coordinate multiple projects requiring information from other sources. The next level in the career path would be to an executive-level secretarial position. The successful candidate works well with groups and organizations outside of education; has superb collaboration skills; demonstrates a sense of humor and love of learning; has demonstrated initiative in previously held positions; is self-directed; and wants to be a part of a collaborative, multi-department, innovative team.

Supervision Exercised and Received:

This position is supervised by a Deputy Superintendent, Assistant Superintendent, senior-level Director, or Manager. May exercise partial leadership over other clerical staff.

Examples of Duties and Responsibilities:

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

- Serves as the senior-most administrative support to a division with multiple departments, performing technical and highly complex secretarial and administrative duties involving the use of independent judgment, proper handling of confidential information, and an understanding of departmental functions and procedures.
- Maintains budget records and files. Prepares and inputs accounting forms such as purchase orders, warehouse requests, budget and staffing requests. Receives and processes accounts payable, receives periodic printouts of financial activity and prepares summary reports. Assists in the budget development process by gathering and compiling required information.
- Develops and maintains a working knowledge of special terminology related to the function to which assigned.
- Independently composes and distributes common correspondence and routine forms.
- Receives walk-in guests and telephone inquiries from a variety of individuals. Initiates and receives telephone calls, provides information and resolves matters as appropriate, or routes calls as necessary.
- Coordinates and schedules meetings as directed. Prepares schedules and informs participants, confirming dates and times. Makes travel arrangements as directed.
- Attends informational meetings as assigned to represent the department, occasionally in place of a department director or manager. Records, transcribes, and distributes minutes of proceedings as directed.
- Coordinates the documentation and word processing of performance evaluations. Tracks work-in-progress to assure timely completion of reviews.
- Maintains committee records, assists in the preparation of departmental reports by gathering and summarizing information from a variety of sources.
- Performs administrative duties and coordinates for special projects or events involving multiple departments and/or locations.
- Prepares technical reports such as those related to performance outcomes, program compliance, schedules, etc., using databases or spreadsheets to support work. Maintains up-to-date records of information to support reports, creates, edits, and distributes reports for final review.

- Inputs information onto relational databases as required. Updates information and maintains data files. Accesses relational databases for business and education support to extract information and reports supporting research and special requests.
- Receives, prepares, handles and stores confidential information pertaining to SCOE or assigned department. Maintains confidentiality.
- Performs other duties as required to accomplish the objectives of the position.

Employment Standards:

Knowledge of:

- In-depth knowledge of office practices, procedures and equipment, calendaring, receptionist and telephone techniques, and letter and report writing.
- Working knowledge of those activities associated with accounting, budget and payroll transaction processing, and statistical record keeping.
- Working knowledge of personal computer based software programs that support this level of work, including but not limited to word processing, spreadsheet, relational databases, presentation graphics, and data entry onto custom databases.
- Thorough knowledge of proper English usage, grammar, spelling, punctuation, and proofreading/editing.
- Sufficient math skills to compute sums, products, ratios, decimals, and percents.
- Sufficient knowledge of and skill in using and troubleshooting various standard office machines, including personal computers with word processing, database, desktop publishing, and spreadsheet applications.
- Sufficient human relations skill to communicate technical concepts and sensitive issues to others and convey a positive, service-oriented image of the department.
- Safe work practices.
- Experience coordinating calendaring and travel arrangements for a senior-level manager and/or a team of managers.
- Experience with and knowledge of professional development offerings.

Ability to:

- Perform all of the relevant duties of the position with only minimal supervision.
- Coordinate and perform complex office and secretarial work with speed and accuracy.
- Keyboard to perform data entry onto pre-formatted screens and to compose correspondence at a rate of 70 wpm.
- Interpret, explain, and apply knowledge of SCOE and divisional organization, operations, programs, functions and special department terminology.
- Compile and maintain complex records and prepare routine reports.
- Maintain confidential and sensitive written and oral information.
- Analyze situations accurately and adopt an effective course of action.
- Communicate with a wide range of contacts within and outside the SCOE with tact, diplomacy, and courtesy, and in a manner that reflects positively on the division and SCOE.
- Adapt and demonstrate flexibility and initiative in difficult situations.
- Operate a computer, printers, and software that includes, but is not limited to, word processing, complex spreadsheets, custom relational databases, desktop publishing, and graphics composition.
- Analyze technical and complex problems and to develop and apply appropriate solutions.
- Read, understand, interpret, and apply information from contracts and state, federal, and local laws and regulations.
- Write complex correspondence in a professional manner with an understanding of targeted audience.
- Maintain confidential and sensitive information.
- Collaborate with other staff members of varying levels to accomplish projects.
- Prioritize work in order to meet multiple deadlines, maintain schedules, and coordinate workload and schedule with administration.
- Manage the work flow of multiple managers.
- Work effectively as part of a team devoted to customer service.

Computer Skills:

- Intermediate 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
- Intermediate Internet usage including the ability 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
- Maintains website for projects.
- 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 spread sheet 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; customize tool bar, create folders, use automatic reply and forward, and use multiple user accounts and settings.
- Advanced calendaring skills, including the ability to input events, include relevant information, send invitations to attendees, etc.

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:

- Completion of high school; one year of business school or equivalent preferred. An Associates degree in a business or related discipline is preferred.

Experience:

- Four years of increasingly responsible secretarial work for a senior-level manager/director/department head, preferably in an education or public service environment. Additional experience may substitute for education.

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 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).
- 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.