

SENIOR ADMINISTRATIVE ASSISTANT - CONFIDENTIAL

Definition:

Performs a variety of highly specialized and confidential technical, administrative support, and secretarial duties in support of an organizational unit having multiple departments or a single function of similar scope of service. Coordinates the flow of information among work teams and may distribute work to other support staff. Work activities include, but are not limited to, taking and transcribing of dictation, development and administration of office work flow systems, independent research, assistance in budget development and monitoring, general record keeping, and coordination of the workers compensation program. Serves as case manager for workers' compensation claims and maintains necessary confidential documents.

Distinguishing Characteristics:

The Senior Administrative Assistant commonly reports to a senior-level administrator. Advancement to this position would require compliance with the qualifications of the position and demonstrate the following competencies: ability to administer worker's compensation, ability to deal with extremely confidential and sensitive information; in-depth proficiency in word processing, spreadsheet, relational databases, and graphics media; ability to coordinate multiple projects requiring evaluation of financial and technical project data. This position is distinguished from the Administrative Assistant in that the senior level is responsible for the administration of the worker's compensation program.

Supervision Exercised and Received:

The position receives limited supervision and works independently within the framework of standard policies and procedures. May exercise partial leadership over other clerical staff and student assistants.

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 sub-functions (or the equivalent), 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.
- Processes workers' compensation employee injury reports. Receives initial reports of employee injury, providing required forms within strict time lines to initiate the claim process. Contacts injured employees to obtain or provide information then contacts insurer to obtain and provide information and schedule medical appointments as necessary.
- Completes and processes all required confidential workers' compensation documents. Distributes documents within required time lines. Sets up and maintains confidential workers' compensation claimant files. Ensures that records such as, but not limited to medical status, authorizations to return to work, work restrictions, temporary disability requirements, and available modified positions, are up-to-date and accurate.
- Develops and maintains reports for injury documentation and claim status and costs. Maintains Cal/Osha logs as required by law.
- Provides support to and participates in health and safety committee proceedings. Briefs members on workers' compensation claims' injury prevention programs, and safety award programs.
- Assists the Director of Environmental Health and Safety in ensuring school district compliance with State requirements, including new legislation. Creates and updates policy and procedure binders, handbooks, and reference guides. Provides technical assistance in developing materials that enhance readership.
- Serves as information resource on policies, procedures, and requirements for federal and state mandated standards for programs such as but not limited to AHERA, Injury and Illness Prevention, and Emergency Preparedness.
- Develops and maintains budgets that support workers' compensation, health and safety programs and other department functions. Maintains accurate records on revenues and expenditures. Prepares and inputs accounting forms such as budget and staffing requests. Receives periodic printouts of financial activity and prepares summary reports. Assists in the budget development process by gathering and compiling required information.
- Prepares a variety of documents from standing procedures and instructions, and ensures proper authorizations before distribution.

- Takes and transcribes dictation, or composes complex documents from rough drafts or verbal instructions using modern word processing software. Independently composes and distributes common correspondence and routine forms.
- Initiates and receives telephone calls, provides information and resolves matters as appropriate, or routes calls as necessary. Receives walk-in guests and telephone inquiries from a variety of individuals.
- 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 the administrator. 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. Committee proceedings may cover sensitive and confidential information requiring careful handling of written proceedings.
- Performs administrative duties and coordinates for special projects or events involving multiple departments and/or locations.
- Prepares technical reports such as those related to fitness or 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 workers' compensation regulations, procedures, and record keeping requirements.
- Working knowledge of paralegal and medical record keeping systems and requirements.
- In-depth knowledge of office methods including intra-office information flow, organizational policies and procedures, and standard office equipment, including filing systems, 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.
- 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.

Ability to:

- Perform all of the relevant duties of the position with only minimal supervision.
- Coordinate and perform complex administrative support and executive secretarial work with speed and accuracy.
- Keyboard to perform data entry onto pre-formatted screens and to compose correspondence at a rate of 70 w.p.m. May require shorthand (or equivalent keyboarding skill) at a rate of 90 w.p.m.
- Interpret, explain and apply knowledge of SCOE and department organization, operations, programs, functions and special department terminology.
- Read, understand and apply information from labor contracts, and state, federal, and local laws and regulations, policies and procedures.

- Maintain confidential and sensitive information.
- Work effectively as part of a team devoted to customer service.
- Compile and maintain complex and confidential records and prepare reports.
- Maintain confidential and sensitive written and oral information.
- Ability to 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 department and SCOE.
- Must be able to operate a personal computer terminal, printers, and software that includes, but is not limited to, word processing, complex spreadsheets, custom relational databases, desktop publishing, and graphics composition.
- Take dictation and write complex and confidential correspondence in a professional manner.
- Analyze technical and complex problems and to develop and apply appropriate solutions.
- Prioritize work in order to meet multiple deadlines, maintain schedules, and coordinate workload and schedule with administration.
- Some positions require the ability to take shorthand at 90 w.p.m. When designated, the incumbent will receive a 5% stipend in recognition of this skill.

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 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 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, automatic 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 and one year of higher education in business administration, human resources, risk management, or related field.
- Additional education may substitute for some experience.
- An AA degree or higher in a substantially similar discipline is desirable.

Experience:

- Five years of increasingly responsible secretarial and record keeping work with the equivalent of three years serving a senior administrator, preferably in an education or public service environment or three years of experience in a human resources or risk management environment, including one year working with workers' compensation issues.
- Additional experience may substitute for formal 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.