

Job Description/Title: Clerical Assistant II → ADMINISTRATIVE ASSISTANT I
Approved, Bargaining Unit President: 3/14/08
Approved, MPC Associate Dean, Human Resources: 2/28/2008
Board Approved: 6/24/08

MONTEREY PENINSULA COLLEGE

ADMINISTRATIVE ASSISTANT I

JOB SUMMARY

Under direct supervision, perform a variety of responsible office support activities related to an operational department and/or program. Receive supervision from the head of department or program within a broad framework of standard policies and procedures. Perform various office support activities; 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.

EXAMPLES OF FUNCTIONS

Essential Functions

Perform a wide variety of office support and operational activities to assist in the day-to-day operation of the assigned department or program.

Maintain a working knowledge of the assigned department staff, and programs and operations; act as a source of information regarding courses/programs, policies, and procedures to students, faculty, staff and the community.

Compile and assemble various types of data relating to the business of the department; enter data to various spreadsheet/database programs as required; create reports.

Analyze situations carefully and adopt an effective course of action which may include: assisting students in understanding and applying information contained within the college course catalog, meeting with counselors/students to facilitate student service needs, resolving various problems within scope of authority.

Prepare letters and documents; check and review forms and materials for completeness, accuracy, and conformance with established regulations and procedures.

Maintain a calendar of events, due dates, and schedules as they relate to the department/program.

Make entries to database as necessary; maintain inventory of supplies and requisition supplies.

Maintain files on students and/or matters in progress; audit for accuracy.

Recommend changes to existing clerical procedures and develop new procedures, if appropriate.

Other Duties:

Perform other duties related to the business of the department as assigned by department/program head.

Participate on committees as required.

EMPLOYMENT STANDARDS

Education and Experience

Any combination of education, training, and experience, which would indicate possession of the required knowledge and abilities listed herein. For example, one year of college level coursework , and one year of increasingly responsible experience in an office environment.

Knowledge

Knowledge of: general office methods and practices including filing systems; receptionist and telephone techniques; letter and report writing; a variety of word processing, spreadsheet and/or database programs as needed to fulfill the requirements of the job; mathematical computations; public and human relations techniques.

Abilities:

Ability to: understand and independently carry out both oral and written instructions; prioritize tasks and do several tasks simultaneously learn and successfully apply office policies and procedures, rules, and regulations; use good judgment; communicate effectively in both oral and written form; use appropriate and correct English spelling, grammar, and punctuation; perform arithmetical calculations with speed and accuracy; efficiently and accurately use a variety of word processing, spreadsheet and/or database programs as needed to fulfill the requirements of the job; establish and maintain effective work relationships with those contacted in the performance of required duties; demonstrate an understanding of, sensitivity to and appreciation for, the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

PHYSICAL EFFORT/WORK ENVIRONMENT

Light to moderate physical effort; occasional standing or walking; periodic handling of lightweight parcels up to 15 pounds. Indoor work environment.