



Classification Title: Administrative Specialist I

Department:	Multiple	EEO6 Code:	4
Employee Group:	Classified	Salary Grade:	18
Supervision Received From:	An Assigned Administrator or Supervisor	Date of Origin:	9/2016
Supervision Given:	General Supervision	Last Revision:	9/2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Performs routine to moderately difficult clerical and technical support functions in an assigned department or grant funded program, including setting appointments, maintaining calendars, composing documents and printing and reviewing reports; screens students and customers for program eligibility, assists with program enrollment paperwork and may collect fees; maintains files, records and databases.

DISTINGUISHING CHARACTERISTICS.

The Administrative Specialist I is a full journey-level class and is distinguished from Administrative Specialist II in that an incumbent in the latter class performs complex administrative support requiring more extensive knowledge of departmental operations, accounting, budget maintenance and performance-tracking processes and procedures.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Answers, screens and refers telephone calls; answers questions from students, faculty, staff, vendors and the public regarding assigned department, program and services; greets and directs visitors to the appropriate department or staff member; distributes educational equipment to students and faculty; answers written inquiries for standard information; sets up, maintains and posts department and staff calendars and room reservation calendars; maintains supply of departmental or program forms and brochures.
2. Answers student or customer questions regarding District policies, procedures, programs and services including clarification of enrollment requirements and department processes/procedures; responds to escalated questions and complaints over the phone or at a public counter; receives and inputs a variety of student or customer information into computer systems; researches information in computer systems; provides initial screening, assists with the preparation of forms and documentation, verifies accuracy of information with third parties and enrolls students in Palomar College services and programs; provides recommendations on other available services and community resources; coordinates and follows up on student or customer issues and concerns.
3. Drafts, formats, types, proofreads, edits and prints correspondence, memoranda, calendars, requests, forms, lists, reports, schedules, rosters, statistical and technical documents including reports, manuals and other documents and materials ranging from routine to complex; types from rough notes, drafts, modified standard formats and brief oral instructions; creates forms, charts, tables and spreadsheets involving routine to difficult data manipulation; reviews documents for clerical accuracy, completeness and compliance with District and department requirements.

4. Prepares and compiles packets of materials; receives, opens, sorts and distributes office mail; prepares regular and bulk mailings; copies various documents and materials, including large duplication orders; duplicates, assembles and distributes packets; requests printing services.
5. Inputs data and prepares and processes purchase requisitions, purchase orders and check requests; verifies the accuracy of receipts and invoices including routing for signature and compiling detailed backup documentation; processes, scans and routes invoices for payment; calculates budget usage and fund percentages; tracks multiple funding sources; and runs general budget reports through financial systems.
6. Maintains a variety of standard office and specialized records and files; creates and maintains spreadsheets and databases to track projects, activities and services; may participate in basic grant administration functions.
7. Schedules appointments and makes meeting and event arrangements including typing and distributing agendas, facility requests, setup and cleanup; contacts other departments or vendors for food orders, supplies and audio-visual equipment; coordinates other meeting logistics.

When Assigned to Health Services:

8. Performs intake for walk-in patients; provides initial triage of patient medical needs; administers comfort to patients; activates the 911 system as needed; accepts and processes payment for service; may assist in treatment room stocking and preparation; pulls charts and enters non-medical patient data into medical records system.

Marginal Functions:

1. Provides backup for other departments or division office administrative support staff; provides work direction and training to new clerical employees and student workers on office procedures.
2. Maintains and orders office supplies and materials.
3. Contacts the Palomar College Police Department or Custodial Services staff as needed.
4. Assists on special projects.
5. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Two years of increasingly responsible clerical and secretarial experience.

Education/Training: Equivalent to completion of the twelfth grade.

Preferred Qualifications:

1. Clerical and secretarial experience involving frequent public or student contact.
2. Completion of college-level coursework.

Knowledge of:

1. Office administration practices and procedures.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
3. Functions, rules, policies and procedures applicable to assigned areas of responsibility.

4. Basic research methods and data analysis techniques.
5. General accounting systems and associated systems, practices and procedures for processing accounting information and interpreting input and output data.
6. Modern office practices, procedures and equipment including computers and applicable software programs.

When Assigned to Health Services:

1. Basic knowledge of applicable resources available to students.
2. Health Insurance Portability and Accountability Act HIPAA regulations as they pertain to client information and records.
3. Universal precautions and control of infectious diseases.
4. Electronic medical records software used.

Skill in:

1. Making calculations and tabulations and accurately processing and reviewing fiscal and related documents.
2. Organizing, setting priorities and exercising sound independent judgment within area of assigned responsibility.
3. Reaching sound decisions in accordance with policies and procedures relative to assigned areas of responsibility.
4. Assisting in preparing and monitoring a project budget.
5. Communicating clearly and effectively, both orally and in writing.
6. Preparing clear, concise and accurate reports, documents, data entries, and other written materials.
7. Operating a computer, enterprise software, spreadsheet and word processing software and other standard office equipment.
8. Organizing and maintaining specialized files.
9. Maintaining confidentiality of student files and records.
10. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
11. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
12. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions, and the noise level is usually quiet to moderate.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit for prolonged periods; near visual acuity for reading computer screens, reports and schedules; and repetitive use of hands for extensive use of keyboards.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.