

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STAFF SECRETARY II

BASIC FUNCTION:

Under the supervision of an assigned area Administrator, perform a variety of secretarial support functions for members of an instructional division, including departments and programs within the division, and associated staff and students, and perform related duties as required or assigned. Plan, organize and coordinate the day-to-day operation of an assigned instructional division, department or program office in such a manner as to enhance and promote its overall efficiency and effectiveness; serve as secretary and as a liaison between the Administrator, Department Chairs, Program Coordinators, other academic and support staff, students, other college representatives, and the public; coordinate communications and the timely flow of paperwork; process materials not requiring the attention of the Administrator, Department Chair, or Program Coordinators; prepare financial and statistical reports and other documents using automated equipment.

DISTINGUISHING CHARACTERISTICS: This classification provides primary office secretarial assistance and support for an instructional division, and should work independently to coordinate office services and activities with minimal direction.

REPRESENTATIVE DUTIES:

Provide support of administrative and technical detail; resolve problems within the division, departments, and programs that do not require approval of management; orient assigned academic and classified staff to policies and procedures of assigned areas and of the College.

Review directives and correspondence from other College divisions, departments and programs, assess impact, ascertain required actions or changes and confer with the area Administrator and/or other assigned instructional staff to obtain data, indications of probable conclusions, and projected completion dates.

Serve as liaison between/among division, departments and programs, and various College services to accomplish tasks and resolve procedural and/or documentation problems; work with designated supervisor to determine appropriate actions or changes to existing policies and procedures; establish and revise work priorities or independently assure the timely completion of assignments.

Coordinate, organize, monitor and process the paper/work flow of the division, departments, or programs as assigned; analyze, organize and facilitate office operations and procedures in a manner consistent with College policies and procedures.

Evaluate office production, revise procedures or devise new forms to improve efficiency of workflow; plan office activities and work projects and assign student workers or clerical assistants to carry out and complete specific projects and duties when available.

Learn and understand the logistics and instructional basis of assigned instructional division, departments and programs; maintain accurate and up-to-date information regarding assigned instructional division, departments and programs, schedules, staff, activities, classes, room assignments, and other college and District programs and services; assist in preparing the class schedule; schedule classroom and facility use as required;

Enter and retrieve data; obtain, input correctly and formulate schedule information; generate periodic computer reports; obtain reports involving student and other information.

Using the current college catalog and schedule as references, provide oral and written information to students, staff, other colleges and the general public concerning course offerings, registration, College standards and student support services; refer specific program inquiries to appropriate personnel.

Serve as receptionist/front desk contact for division, departments and programs as assigned; establish and maintain positive staff and public relations; receive telephone calls and greet office visitors; provide detailed information requiring judgment and knowledge of pertinent programs and functions; receive verbal or telephone absence requests for academic or classified staff and post notices for students; ascertain the need for substitute staff; contact and secure substitutes as needed.

Maintain records of expenditures and budget balances; compile and consolidate information to prepare budgets, timekeeping and other fiscal reports; independently analyze data and prepare and maintain financial, statistical and narrative data, records and reports as assigned; contact the area Administrator, appropriate department and program staff to assure accurate and timely receipt or submission of data required.

Receive, screen, post, copy and distribute all e-mail as appropriate; receive, sort, screen and distribute U.S. and inter-district mail.

Determine need and prepare work orders pertaining to unexpected emergencies, facility needs and routine requirements; order, receive, store and issue office supplies; assure proper operation of computers, peripherals and other office equipment; request service and repairs as needed.

Compose, type, format, proofread, revise, generate, duplicate and distribute correspondence, reports, lists, summaries, contracts, forms, requisitions and other items to College offices, public agencies or other appropriate recipients.

Establish and maintain inter-related filing systems containing financial, statistical and student information; maintain confidentiality of sensitive information as appropriate; create and maintain a variety of automated and manual records and reports as required.

Maintain calendars and schedules of appointments, meetings and conferences as assigned; may arrange transportation and hotel accommodations and process required documentation; arrange and attend meetings and conferences as assigned; prepare agendas and background materials.

Train, supervise, direct and prioritize work activities of temporary, hourly or student office assistants as assigned; provide evaluation input to assigned supervisor for performance appraisals of office assistants as required.

Post notices for instructors and prepare textbook orders.

Participate in special projects and events involving the instructional division, departments, and programs as assigned.

Coordinate all faculty evaluations and ensure that applicable documentation is submitted to the Office of the Vice-President for Academic Services.

Perform other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures and equipment including a word processor and a personal or online computer and appropriate software; letter and report writing; financial and statistical record-keeping principles and practices, receptionist and telephone techniques and etiquette.

Research methods and techniques.

Electronic telephone systems.

Office management techniques.

Correct English usage, spelling, grammar, punctuation and composition.

Basic math.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Basic functions, procedures and programs of an educational institution.

ABILITY TO:

Read, interpret, apply and explain College and division policies, procedures and regulations, directives and reports.

Compile information and compose routine reports, business correspondence and procedure manuals using correct English usage, grammar, spelling, punctuation and vocabulary.

Perform multiple projects concurrently and meet fluctuating deadlines.

Effectively present information in person or on the telephone.

ABILITY TO: (continued)

Learn quickly and apply procedures of assigned functions.

Operate a microcomputer with electronic mail, scheduling, word processing, data base management and spreadsheet applications software.

Operate other office equipment such as a typewriter, copier, calculator, electronic telephone system, voice mail and facsimile machine.

Operate an electronic keyboard at 45 words per minute

Type, format, proofread, duplicate and distribute documents and other written materials.

Train and provide work direction to others.

Establish, review and revise work priorities effectively.

Meet demanding schedules and multiple and conflicting timelines.

Prepare and maintain accurate statistical and financial records.

Plan, organize and schedule work.

Establish and maintain effective and cooperative working relationships with others.

Work confidentially with discretion.

Relate effectively with people of varied academic, cultural and socio-economic background using tact diplomacy and courtesy.

Complete work with many interruptions.

Work effectively and independently with minimal supervision.

Perform assigned work with speed and accuracy.

Exercise good judgment and discretion in analyzing and resolving confidential, difficult and sensitive situations.

EDUCATION AND EXPERIENCE: Any combination equivalent to: graduation from high school including or supplemented by course work in secretarial science and two years of increasingly responsible secretarial or office coordination experience, involving the operation of microcomputers using word processing, spreadsheet and data base management applications software.

WORKING CONDITIONS: Work is typically performed in a community college instructional division office environment subject to continual interruptions. The work environment is sometimes noisy.

PHYSICAL DEMANDS: Employees in this class regularly sit for long periods of time, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; hear and understand voices over telephone and in person, see to read fine print and operate office machines, and lift, carry and/or move objects weighing up to 10 pounds. Incumbents frequently travel to other campus locations to attend meetings or to pick up or deliver materials.