CLASS TITLE: ADMINISTRATIVE ASSISTANT II

BASIC FUNCTION:
Under the direction of an assigned director-level department head, perform a variety of complex and responsible administrative support duties to assist the department head; assist with administrative matters requiring knowledge of departmental policies and procedures, related VCOE rules and regulations, federal guidelines, and related codes and laws; organize and coordinate office activities and communications.

REPRESENTATIVE DUTIES:
Organize and coordinate the day-to-day activities of the assigned department head to assure smooth, efficient, and effective office operations; organize and coordinate office activities and communications; perform complex duties to assist the assigned manager(s) with details; E

Attend a variety of regular and special meetings; prepare agendas, minutes, and other details for meetings; transcribe minutes and distribute to appropriate personnel; and post to website when appropriate; E

Perform complex and responsible administrative assistance duties requiring specialized knowledge of the assigned area of administration; perform duties with initiative and judgement to attend to issues in the absence of the assigned department head as authorized; E

Organize, coordinate and assist with a variety of administrative details; compile information and analyze data for reports and assist in the preparation of statistical and narrative reports; perform research and conduct special projects and assignments related to departmental programs, develop and maintain projects requiring initiative and independent judgment; E

Serve as office manager for the assigned department head; greet visitors and answer telephones with courtesy and tact; provide detailed information and answer questions regarding VCOE and department programs, policies, procedures and regulations; gather data and information and reply to various requests, inquiries and surveys; organize, establish and maintain filing and record-keeping systems; sort and route mail and correspondence for the manager's personal reply or signature; E

Compose, edit, prepare and distribute correspondence and memoranda, inter-office communications, forms, flyers, handbooks, brochures and other materials independently or as instructed orally and/or in writing; utilize appropriate format and presentation; maintain a variety of complex files and records often involving sensitive materials in a confidential manner; develop and maintain departmental or site web pages as assigned; E

Schedule, arrange and confirm appointments and meetings and maintain departmental calendar(s); arrange travel reservations and accommodations; reserve facilities and coordinate catering for workshops hosted by all programs within the assigned department; E

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Coordinate communications and activities with other VCOE departments and personnel, educational institutions, State and Federal agencies, vendors, outside organizations and the public; communicate policies and procedures with faculty, administration and staff; evaluate documents for completeness and accuracy; 

Serve as customer service liaison between departmental staff and Technology Services Department regarding service operations, problems, timelines, procedures, billings, needs for assigned projects and jobs, and data input and output; 

Train and provide work direction and guidance to designated clerical personnel in assigned department; provide technical assistance and support to departmental personnel; provide input concerning employee interviews and evaluations as requested; assign clerical staff duties and review work to assure accuracy, completeness and compliance with established guidelines; 

Organize and coordinate efficient office workflow that assures the proper and timely completion of work; assure work is completed in accordance to established standards and procedures; train and provide work direction to clerical assistants as assigned; 

Requisition office supplies and materials to assure adequate inventory; assist in preparing and monitoring budgetary and other financial data; 

Review and check accounting and other documents to verify accuracy, completeness and conformance to applicable guidelines, rules and regulations; prepare documents for signatures and proper authorization; ensure accuracy of accounts payable and payroll data for assigned department; 

Assist with the registration and collection of funds for VCOE, parent and agency participants in various meetings, workshops, and other activities; make deposits; 

Operate current technology resources; utilize word processing, spreadsheets, database, graphics, and other applicable software applications and devices; drive an automobile to various sites to conduct work as required; and 

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**
- Advanced Administrative Assistant methods and responsibilities; 
- Research methods and report writing techniques; 
- Modern administrative office practices, procedures and equipment; 
- Organization, policies and procedures of VCOE and the assigned area of administration; 
- Policies and objectives of assigned programs and activities; 
- Automated equipment and operating procedures of applicable software; 
- English composition, including appropriate style and correct usage, grammar, spelling, punctuation and vocabulary; 
- Principles of training and providing work direction;
Applicable sections of State Education Code and other applicable laws;
Basic budget preparation and monitoring and control methods;
Oral and written communication skills;
Interpersonal skills using tact, patience and courtesy;
Customer service techniques;
Telephone techniques and etiquette;
Public relations techniques; and
Record-keeping techniques.

ABILITY TO:
Perform a variety of advanced and responsible administrative support duties to assist the
assigned department head with administrative details;
Work confidentially with discretion, and maintain confidential information;
Work efficiently and accurately with frequent interruptions;
Meet schedules and time lines;
Apply, interpret, and explain the operations, policies and procedures of the assigned department;
Prepare and maintain administrative records and files;
Perform research, compile data and prepare reports;
Plan and organize work;
Compose correspondence and written materials independently;
Operate a computer terminal to enter data, maintain records and generate reports;
Train, support and provide work direction to others as appropriate;
Organize, coordinate and oversee departmental activities;
Type at 55 words net per minute from clear copy;
Establish and maintain cooperative and effective working relationships with others;
Develop and maintain the respect of departmental staff;
Analyze situations accurately and adopt an effective course of action;
Complete work with many interruptions;
Make arrangements for meetings, travel and conferences; and
Prepare and maintain a variety of records including statistical and financial data.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: graduation from high school supplemented by related college-
level course work and four years of increasingly responsible secretarial experience, including
experience in administrative office operating current technology resources.

LICENSES AND OTHER REQUIREMENTS:
Some positions in this classification may require a valid California driver's license. Some
positions in this classification may require the ability to speak, read, and write a designated
second language.

WORKING CONDITIONS:
ENVIRONMENT:
Is subject to inside environmental conditions; a standard office environment with frequent
distractions and interruptions; and occasional interactions with members of the public.
PHYSICAL ABILITIES:
Requires vision (which may be corrected) to read small print;
Perform work that is primarily sedentary;
May be required to work at a video display terminal for prolonged periods;
May be required to work evenings or weekends;
Requires dexterity of hands and fingers to operate a computer and standard office equipment;
Sitting or standing for extended periods of time;
Reaching above the shoulders and horizontally to retrieve files and supplies;
Lifting objects weighing up to 30 pounds; and
Listening and speaking to exchange information, e.g. by electronic device, telephone or in person.

Should an applicant require reasonable accommodation, the Ventura County Office of Education will consider that upon request.

Revised April 2016