



Classification Description

Job Title: Senior Staff Assistant

Pay Grade: 15

Job Code: 4465

FLSA Status: Non-Exempt

Job Purpose

Employees in this category provide diversified routine administrative support, with ability to perform more complex duties as needed to relieve the supervisor of administrative and operational details. Employees in this class have solid knowledge of general office procedures, and possess appropriate administrative and computer skills critical to the position.

General Responsibilities

Essential Functions

Provides student and staff assistance via telephone, in person, and/or by mail. Assistance may involve, but is not limited to providing forms/applications, explaining procedures, researching information, directing to appropriate departments for assistance.

Maintains departmental filing system, sorts, processes, retrieves and distributes routine and specialized manual records, documents, files, and logs. Provides guidance to other staff and College personnel on the organization and maintenance of departmental files.

Assists in preparation and compilation of special/complex reports; interprets, compiles, and verifies data in the preparation of those reports.

Uses appropriate office technology to create, transfer, transcribe or compose departmental documents (i.e. contracts, meeting minutes, correspondence, and memoranda) in prescribed formats (i.e. fax, e-mail, campus mail, etc).

Creates, processes, balances and reconciles departmental budget and related financial records with guidance from the supervisor. Areas of responsibility may include, but is not limited to purchase orders and requisitions, travel reimbursements, payroll, contracts, etc.

Operates a variety of office equipment in performing routine administrative support tasks, (i.e., fax machine, copier, calculator, computer, phone system).

Prepares and distributes reports, announcements, and other relevant materials appropriate to assigned unit.

SENIOR STAFF ASSISTANT

Maintains department or supervisor calendar, arranging and/or monitoring scheduling for meetings, travel, and department functions.

Receives and reviews invoices, reports, forms, and applications, and distributes copies to appropriate personnel.

Maintains department inventory, and orders restock of supplies and materials as needed.

Functions in a front reception capacity for the department, greeting and directing students, visitors, faculty and staff; schedules appointments for department or supervisor as needed.

Receives, processes and distributes department mail, and prepares forms, letters, and parcels for mailing.

Position may periodically provide guidance and instruction to student assistants during peak work periods.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education.

Three (3) years full-time related customer service or administrative support experience. Experience may be substituted for education on a year-for-year basis.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.

SENIOR STAFF ASSISTANT

- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved through classification/compensation study: September 1, 2009. Revised: February 22, 2011, September 5, 2013, and July 1, 2014.