

*San Joaquin Valley College*  
**Job Description**

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**Job Title: Administrative Assistant**  
**Department: Academic Affairs**  
**Reports To: Deans**  
**Classification: Full-time, Non-Exempt**

**Summary:** The Administrative Assistant to the Academic Dean, Dean of Student Services and Evening Dean performs a variety of administrative support activities of a very responsible, difficult and confidential nature.

**Essential Duties and Responsibilities:**

- Assists with orientation and graduation preparation
- Prepares student correspondence
- Schedules students for probation, cash flow, transfers of concern, leaves of absence meetings, etc
- Inputs advising form information, meetings and phone calls
- Prepares student council and club financial reports
- Tracks student mentors
- Types and distributes meeting agendas and minutes
- Schedules appointments and meetings with faculty
- Completes and distributes appointment notices
- Processes 15% retention stats
- Maintains Deans' calendars (public and private) Updates and distributes substitute list
- Updates instructor assignments
- Prepares and submits names/courses/dates for online evaluations to Admin Asst to the Director of Instruction
- Sends notice to new instructors every five weeks and schedules instructors quarterly to facilitate student evaluations of classroom instruction
- Schedules instructors for evaluations
- Inventories and orders required forms and supplies for the departments
- Confirms date, time, location and refreshments/food for meetings
- Performs other duties as assigned

**Supervisory Responsibilities:** This job has no supervisory responsibilities.

**Competency:** To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; uses reason even when dealing with emotional topics; demonstrates attention to detail.

Customer Service – Manages difficult or emotional customer situations; responds promptly to student needs; solicits student feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Maintains confidentiality; listens to others without interrupting.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Teamwork – Balance team and individual responsibilities; gives and welcomes feedback; contributes to building a positive team spirit; able to build morale and group commitments to goals and objectives.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; accepts responsibility for own actions; follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitor own work to ensure quality.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; able to deal with frequent change, delays or unexpected events.

Attendance/Punctuality – Is consistently at work and on time.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals.

**Qualifications:** To perform this job successfully, an individual must have an AA degree with 2 years experience and be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – AA Degree preferred. A minimum of two years general office experience required.

Language Skills – Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence; ability to effectively present information in one-on-one and small groups situations to students and employees.

Mathematical Skills – Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; ability to compute rate, ratio and percent.

Reasoning Ability – Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access and Outlook; and masters proprietary software used to maintain student records.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to fingers, handle, or feel; reach with hands and arms; talk; and hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.