



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

DIVISION ASSISTANT

A Classified Position
Grade 27 – Salary Schedule 60

A. General Statement

The Division Assistant performs complex and detailed clerical and administrative support for Division Administrators with an expectation of resolving problems and making independent decisions with minimum supervision. Under direction, the Division Assistant initiates, implements and coordinates office procedures and timelines, while exercising independent judgment, in order to complete major projects and provide support for Division programs and services. The Division Assistant is responsible for the modification and maintenance of the Division schedule, serving as a resource to Division administrators, faculty, staff and students, while adhering to campus guidelines and timelines. The Division Assistant provides organizational support on budget maintenance and reconciliation. The Division Assistant works closely with the budget office to follow proper accounting procedures. Public contact is extensive, and involves college and district staff, faculty, students, vendors, other educational institutions, business and community representatives, regulatory agencies, and governmental agencies for the purpose of exchanging policy and procedural information. A high degree of independent judgment and creativity is required to resolve many minor and occasional major problems that arise. Consequences of errors in judgment could be costly in public relations and employee time. Division Assistants can train and lead the work of other clerical staff, and can direct the work of volunteers and student assistants as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with college staff and others regarding division services, as well as to provide and/or interpret operating policies, and procedures
2. Serves as liaison between various division and department staff and other college offices and District departments for a variety of procedures or issues
3. Screens calls, visitors and electronic inquiries to provide policy and procedural information and/or to take messages and make appropriate referrals
4. Sets up and maintains various complex management calendars
5. Plans and coordinates division events and activities in conjunction with other management and staff, and provides event and activity support such as planning and scheduling speakers, confirming sites and availability of participants, compiling event materials, and providing follow-up as assigned
6. Attends meetings and other events to obtain and provide current information as well as to meet with management and other staff to successfully implement division office operations

7. Modifies and maintains the division course schedule, adheres to the production timeline and ensures schedule entry accuracy. Verifies scheduling content to align with catalog and curriculum updates as directed. Reviews accuracy of and enters workload assignment
8. Uses a database and a variety of spreadsheet and other computer software to set up, track and maintain a wide variety of data and files, including educational and faculty schedules, class schedules, budget and financial records, , and other information
9. Composes and prepares correspondence, memoranda, report narratives, publicity materials and other materials from original ideas with minimal guidance or direction
10. Uses standard software applications to prepare correspondence, reports, surveys, presentations, brochures, special projects, grant applications, contracts, and agendas and meeting minutes and to update an area website
11. Trains and leads the work of other Division support staff including recommending timelines, reviewing completed work, and guiding staff on modifications to existing procedures
12. Reviews office workflow for efficiency and makes recommendations for modifications, including planning, creating, and implementing new and modified office forms and procedures in conjunction with management and other staff
13. Researches, compiles, and maintains data for statistical, financial and other reports, class schedules, brochures, grant applications, contracts, special projects, correspondence, surveys, presentations, and division programs and services, including tracking faculty schedules and workload changes
14. Coordinates the collection of required documentation for instructional related audits for compliance on items such as TBA hours, materials fees, open enrollment, positive attendance, course syllabi, and faculty contracts
15. Reviews new hire paperwork for adjunct faculty, short term employees and student assistants for completeness. Prepares personnel requisition and action forms
16. Troubleshoots and resolves class scheduling problems
17. Performs administrative organizational budget maintenance and review, including grant expense reporting, processing budget transfers and expenditure journals, and serving as the Division resource in providing budget coding assistance
18. Prepares purchase requisitions and completes electronic supply orders
19. Compiles items and materials for meeting agendas
20. Takes and transcribes meeting notes as assigned
21. Sorts and distributes division mail as needed and coordinates bulk mailings
22. Performs other related duties as assigned

C. Requirements

- A combination of education and experience equivalent to graduation from high school and college courses in business administration, office administration, or a closely related field
- Successful complex clerical experience of increasing responsibility
- Demonstrated cultural competence, 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
- Experience with the organization, implementation and maintenance of forms, electronic and manual files and records
- Experience with training and leading the work of others
- Experience with the use of a variety of computer software to compose and prepare correspondence, reports, presentations, and other written materials
- Experience with research and compiling data for, formatting, and preparing statistical, financial and other reports
- Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
- Demonstrated skill in working as part of a customer service team

D. Physical/Other Requirements

This classification requires pulling, pushing, reaching and moving items of light to moderate weight up to 30 pounds; work at a computer, including viewing a monitor for extended lengths of time, repetitive use of keyboard and mouse; manual dexterity of hands and fingers to operate phone, keyboard, and mouse in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of office organizational procedures including workflow, current office equipment, supplies, file systems and computer applications
2. Skill in multi-tasking and workload prioritizing under deadline pressure, using independent judgment for decision-making
3. Skill in use of the Microsoft Office Suite and web-based content management systems
4. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups and abilities
5. Skill in project and event planning
6. Skill in oral communication, including public speaking and giving clear and concise instructions
7. Skill in written communication
8. Skill in training and leading the work of others
9. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files
10. Ability to coordinate, anticipate, and resolve workload issues and problems
11. Ability to work effectively as part of a customer service team

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