

ADMINISTRATIVE AIDE
ADMINISTRATIVE AIDE (CONFIDENTIAL)

DEFINITION

Performs paraprofessional staff duties for a major organizational unit related to areas such as budgeting, procurement and contracts, personnel, payroll, the production of a college's schedule of classes and catalog, and other centralized administrative activities.

TYPICAL DUTIES

- Prepares comprehensive reports, operational documents, and correspondence related to the work of a major organizational unit.
- Creates and maintains a variety of data bases and extracts data utilizing a variety of general and specialized software applications.
- Investigates and resolves difficult problems and responds to non-routine inquiries related to the work of a major organizational unit.
- Effectively utilizes computer software to create, edit, model, and translate data into complex reports and graphic formats.
- Reconciles data reports for accuracy and resolves discrepancies.
- Recommends and initiates procedural changes to expedite transmittal of information and/or facilitate implementation of policies and programs.
- Acts as a liaison with the staff from other offices on assigned projects.
- Researches and compiles a variety of information for a major organizational unit.
- Applies laws, rules, policies, and procedures related to assigned work.
- Reviews information submitted to the office for completeness, accuracy, and conformance with applicable policies, procedures, and practices.
- Composes, edits, and publishes materials for distribution to the public.
- Coordinates the processing and/or production of documents in accordance with established time lines.
- May provide work direction and training to employees in the work of the office.
- May conduct training sessions for staff on processes and procedures related to the operations of a major organizational unit.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An **Administrative Aide** applies a thorough knowledge of established procedures and policies in the areas of: budgeting, procurement and contracts, personnel, payroll, the production of a college's schedule of classes and catalog, and other centralized administrative activities for a major organizational unit. Proficiency in the methods, procedures, and policies utilized in the Los Angeles Community College District is of greater importance than a broad knowledge of the general principles and practices of office administration. May perform lead duties. Use of computers and advanced software applications is an integral aspect of the duties. The class of **Administrative Aide (Confidential)** is distinguished from the class of **Administrative Aide** because the employee, in the regular course of his or her duties, is required to have access to, or possess information relating to, the District's employer-employee relations.

An **Administrative Assistant, Administrative Services**, provides paraprofessional staff assistance to a Vice President, Administrative Services, in executing his/her administrative responsibilities related to the business operations of a college. Work assignments require the incumbent to be able to work independently and use good judgment and apply reasoning skills. Use of computer and advanced software applications is an integral aspect of the duties.

A **Senior Office Assistant** performs complex clerical work, applies a thorough knowledge of a highly specialized office function while assisting in the daily operation of an office, and exercises initiative and independent judgment in applying established practices to specific cases. Keyboarding and use of computer equipment is an integral aspect of the duties.

SUPERVISION

General supervision is received from a classified or academic supervisor, manager, or administrator. Work direction may be exercised over assigned clerical staff.

CLASS QUALIFICATIONS

Knowledge of:

- Policies, regulations, procedures, and precedents applicable to a major organizational unit
- District policies and procedures related to general administrative and business transactions of the District
- Computer software such as word-processing, spreadsheet, database management, and desktop publishing
- Specialized computer applications used in assigned unit
- Office practices and procedures
- Proper business English, punctuation, spelling, and grammatical usage
- Report and business correspondence formats
- Customer service techniques for public contact in person and on the telephone
- Organization and use of records and files
- Capabilities of computer systems, software, and hardware common to assigned unit

CLASS QUALIFICATIONS (Cont.)

Ability to:

- Perform difficult technical assignments independently
- Apply applicable rules, laws, and procedures
- Organize and coordinate major projects through to completion
- Understand, interpret, and apply rules, policies, and procedures
- Effectively utilize computer equipment and software in the performance of duties
- Critically review source data and detect and correct errors
- Gather and compile data in written, tabular, and graphic form
- Write reports, correspondence, and instructions
- Perform mathematical computations of moderate difficulty
- Effectively communicate orally and in writing
- Provide leadership and technical assistance to others
- Train others in the functions, rules, and practices and procedures of the office
- Evaluate work methods and efficiency
- Meet schedules and critical timelines
- Give clear and concise instructions
- Evaluate work methods and performance
- Maintain a variety of logs, files, and records
- Keep accurate and detailed records
- Work effectively and cooperatively with administrators, staff, students, and the public
- Learn specialized software applications

ENTRANCE QUALIFICATIONS

Education and Experience:

- A. An associate's degree or its equivalent from a recognized college or university in computer applications and office technology (CAOT), business administration, or a related field AND two years of full-time paid clerical experience related to at least one of the following areas: budgeting, purchasing, personnel, payroll, contracts, or the preparation of a college catalog and/or schedule of classes. The required experience must have included the use of at least one computer software application preferably a spreadsheet or database management application.

OR

- B. Graduation from high school or its equivalent AND four years of full-time paid clerical experience with the Los Angeles Community College District, two years of the experience must have been related to at least one of the following areas: budgeting, purchasing, personnel, payroll, contracts, or the preparation of a college catalog and/or schedule of classes. The required experience must have included the use of at least one computer software application preferably a spreadsheet or database management application. College-level courses in computer applications and office technology (CAOT), business administration, or a related field is desirable.