

ADMINISTRATIVE INTERN
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DEFINITION

Performs a variety of entry-level professional administrative staff work, gradually increasing in level of difficulty and responsibility as the incumbent receives on-the-job training related to the business, technological, and operational activities of a major administrative division.

TYPICAL DUTIES

- Performs a variety of entry-level administrative staff duties related to areas such as administrative regulations, policies, processes, procedures, systems, methods, reports, surveys, and forms, while learning the fundamental mission, structure, and operations associated with the assigned administrative division.
- Participates in analytic studies by conducting routine research, identifying samples, and assembling and compiling data in well defined areas related to administrative regulations, policies, procedures, systems, methods, reports, surveys, and forms.
- Applies basic statistical and management analysis techniques or, with detailed instructions, advanced statistical and management techniques in analyzing data.
- Assists in writing instructions, procedures, guides, and manuals to describe and improve administrative, technological, and operational methods and systems.
- Researches problems, discrepancies, and responds to routine inquiries related to the business, technological, and operational activities of the assigned administrative division.
- Assists in providing technical assistance and training to departmental staff on business, technological, and operational activities.
- Effectively utilizes the capabilities and functions of standard office software applications such as data management, spreadsheet, presentation, and word processing in completing assigned projects.
- Prepares reports, presentations, operational documents, and correspondence containing descriptive, analytical, and evaluative content related to business, technological, and operational activities subject to review and editing by higher-level staff members.
- Contacts other educational institutions, public agencies, private firms, District staff, students, and the public to obtain and impart information and data related to assigned area of responsibility.
- May assist in updating web site contents and making suggestions on information layout.
- May perform a wide variety of paraprofessional, technical, and clerical tasks during peak workload periods or in the absence of assigned staff.
- May provide work direction to clerical staff.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An **Administrative Intern** performs professional administrative work of an introductory nature in preparation for career advancement to higher-level professional positions in a major administrative division. Work assignments are related to the analysis of systems and procedures, organization and management, work-flow and distribution, work simplification, and improvement in efficiency. Work assignments are well defined and subject to continuous review as to progress and results.

An **Assistant Administrative Analyst** performs professional administrative staff work of moderate complexity related to the analysis of systems and procedures, organization and management, work-flow and distribution, work simplification, and improvement in efficiency in a major administrative division. Employees are continuing to learn skills in preparation for promotion, but are expected to work without continuous review and supervision.

An **Administrative Analyst** analyzes and devises solutions to complex problems related to the analysis of systems and procedures, organization and management, work-flow and distribution, work simplification, and improvement in efficiency in a major administrative division. Employees in this class work at a journey-level and are expected to work independently and without immediate supervision.

SUPERVISION

Immediate supervision is received from a classified or academic supervisor. Work direction may be exercised over clerical and technical staff on assigned projects.

CLASS QUALIFICATIONS

Knowledge of:

- Basic theory and principles of organization and management
- Capabilities of standard computer systems, software, and hardware
- Computer software such as word-processing, spreadsheet, database management, and desktop publishing
- Basic methods and techniques of research and management analysis
- Elementary statistics
- Techniques of data collection
- Fact-finding methods and procedures
- Proper business English, punctuation, spelling, and grammatical usage
- Customer service techniques for public contact in person, on the phone, and in written communications
- Recordkeeping procedures

Ability to:

- Gather pertinent facts and data, make thorough analyses, and arrive at sound conclusions
- Apply formulas in computing statistical measures
- Understand, interpret, and apply pertinent laws, rules, regulations, policies, and procedures
- Effectively utilize standard office software and computer equipment in the performance of duties
- Provide technical assistance to others
- Work effectively and cooperatively with District employees, students, and the public
- Make accurate observations and obtain objective information
- Prepare and present reports in written, oral, graphic, and tabular form
- Make routine oral presentations in a group setting
- Learn and effectively utilized specialized computer software and systems related to assigned function
- Learn the policies, processes, and procedures related to a major administrative division of the District
- Learn pertinent provisions of the State Education Code, collective bargaining agreements, Human Resources Guides, and Board of Trustees and Personnel Commission rules, regulations, procedures, and policies
- Learn District and college organization and structure

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized four-year college or university.

Experience:

None.

Special:

A valid Class "C" California driver's license.
Access to an automobile.

Special Note:

Employees hired after 7/26/11 will be required to establish eligibility to successfully advance to a higher-level professional job classification within two years of appointment. An employee may be released from his/her assignment at the discretion of the District for failing to fulfill this requirement.