

TITLE: Coordinator, Administrative Support

CLASSIFICATION: Classified

SALARY GRADE: C12

SCOPE OF POSITION:

Under general direction, provides complex administrative assistance and office management support for assigned area(s) including fiscal management, customer relations, or other specialized services. Collects, maintains, and analyzes complex and/or confidential data; prepares comprehensive reports or other documentation and provides resources to support departmental initiatives, processes, and operations; provides support for staffing, facilities and events scheduling; and designs and maintains web pages and online resources. Serves as a lead worker to other classified staff in the area.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Coordinates, organizes and oversees the day-to-day administrative operations for assigned area(s). Assists students, staff, and the public; researches issues, recommends solutions and resolves conflicts, and refers to the appropriate area(s) as needed; serves as primary point of contact for assigned area(s).
2. Interprets and implements District policies and procedures for faculty, staff, students, and the public related to the assigned area(s). Initiates and implements changes in work processes and procedures. Communicates with faculty, staff, students and external organizations to coordinate activities and programs and exchange information.
3. Compiles, maintains, and assists in developing budgets; monitors multiple program/activity budgets and reconciles records and budgets; provides budget assistance, such as account coding information, to faculty and staff; maintains records of expenditures; may coordinate accounting processes for assigned area(s). Facilitates purchasing processes, including researching and communicating with vendors, preparing requisitions, contracts and budget transfers; tracks orders; oversees inventory control.
4. Coordinates activities for programs, meetings, conferences, and District-wide events or projects. May attend meetings, take notes, and prepare minutes.
5. Designs, develops and modifies department webpages. Coordinates with appropriate area(s)/department(s) to implement changes to online content.
6. Prepares reports, correspondence, agendas, directories, and spreadsheets. Compiles information for and tracks evaluations. Proofreads documents for accuracy, completeness, and conformity to established formats. Designs and creates forms and marketing and informational materials.
7. May assist faculty with curriculum development processes, including coordination and submission of curriculum documents to meet defined deadlines. May initiate and track schedule changes, troubleshoot and resolve scheduling issues and assist with schedule development. May monitor enrollment and faculty loads.
8. Supervises and directs the work of student employees.
9. Serves as lead worker to other classified and short-term, non-continuing (STNC) employees in the area.

TITLE: Coordinator, Administrative Support

KNOWLEDGE OF:

1. Current office methods and practices including filing, proofreading, formatting, report writing, advanced bookkeeping, and fiscal management.
2. Proper English usage, spelling, vocabulary, and grammar.
3. Proper reception and telephone etiquette.
4. Basic web accessibility tools and document remediation.
5. Relevant local, state, and federal rules and regulations, programs, policies and procedures.
6. Applicable technology usage, including standard office productivity software and other appropriate technology.

ABILITY TO:

1. Compose, proof, and edit correspondence and reports.
2. Perform complex mathematical calculations.
3. Maintain detailed records and compile statistical information.
4. Interpret and apply District policies and procedures, and guidelines.
5. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
6. Communicate effectively, both orally and in writing.
7. Exercise appropriate judgement in interactions with others and with work processes.
8. Interact with the public in a helpful, courteous, and professional manner.
9. Demonstrate sensitivity to, and respect for, a diverse population.

QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Associate degree required.

EXPERIENCE:

4+ years administrative support or office management experience.

SANTA ROSA JUNIOR COLLEGE COMMITMENT:

All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).