



Job Description

Job Title: Administrative Assistant II

JTC: CQW

Salary Range: N04

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Performs administrative and office support activities for supervisors which includes complex and confidential projects requiring initiative and attention to detail and the ability to work in a multitasked environment.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Proven knowledge and experience providing administrative support to an organization and/or department. Understands the organizational structure and services provided by different department to best serve stakeholders and constituents. Ability to understand and comply with program services, policies, procedures, laws, and regulations of an organization.

Ability to respond to problems, issues and situations that require the use and knowledge of existing processes, using sound judgment, attention to detail, adaptability and flexibility. Ability to identify and utilize resources effectively and efficiently. Must have excellent time management skills and the ability to multitask/prioritize work in order to support organizational needs, meet deadlines and timeframes. Ability to build solid professional relationships across multiple levels of the organization and liaise with other departments, personnel and external business entities from diverse environments. Demonstrate advanced proficiency in personal computer applications, which typically include Microsoft Outlook, Word, Excel and Power Point.

Demonstrates discretion and judgment in decisions concerning the sharing of privileged/confidential information. Ability to efficiently set up complex meetings and effectively resolve scheduling conflicts or other issues that may occur; create and distribute correspondence, memos, letters, faxes and other documents/forms; submit and reconcile expense reports.

Must have proven organizational, written and verbal communication skills. Proficiency in writing and handling business correspondence. Must have excellent interpersonal skills with the ability to interact with individuals from diverse and multi-cultural backgrounds. Must have excellent customer service skills.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds

MINIMUM KNOWLEDGE AND EXPERIENCE

Associates degree plus one (1) year of work related experience. Official transcripts required when applicable. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides a full range of moderate to complex administrative duties in a variety of functions to an individual, team, department or organization. Prepare and modify documents including correspondence, reports, drafts, memos and emails on behalf of department or as directed by manager; handles routine requests for information and data. Participates in professional development activities to enhance job knowledge and stay up-to-date on changing trends and technology associated with assigned area of responsibility.

Provides guidance to students and employees and assists in resolving any administrative problems. Distributes correspondence, performs data entry and scanning, and maintains electronic and hard copy filing systems. Handles confidential and non-routine information and explains policies and procedures to stakeholders and constituents.

Act as a departmental liaison assisting students, faculty, staff and other internal/external stakeholders and constituents with questions/concerns related to department or assigned area of responsibility. Responsible for general office management, new hire set up, vendor relationships for office equipment and supplies, and invoice processing. Represents organization on committees and/or councils within assigned area of responsibility, as required.

Manages and maintains daily calendar, schedule and coordinate meetings, special events, appointments and travel arrangements for manager and/or other department members as required. Assist with special projects as requested. Rely on experience and judgment to plan and accomplish goals with a wide degree of creativity and latitude.

Communicate effectively, both verbally and in writing to diverse, multicultural stakeholders and constituents within the DCCCD community network. Provides flexible, responsive and high-quality customer service, continuously assessing processes and procedures and revising accordingly. May direct and lead the work of others.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to



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perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.