



RIALTO UNIFIED SCHOOL DISTRICT CLASSIFIED CONFIDENTIAL

ADMINISTRATIVE SUPPORT AGENT

DEFINITION:

Under the direction of the assigned Administrator, perform complex and responsible administrative and clerical functions; plan, coordinate, and organize office activities and coordinate flow of communications and information for the administrator; prepare and maintain a variety of manual and automated records and reports related to assigned activities; maintain confidentiality of sensitive and privileged information; perform other job-related duties as assigned and/or as required.

DISTINGUISHING CHARACTERISTICS:

The Administrative Support Agent reports to the Lead Strategic Agent, Lead Business Services Agent, Lead Innovation Agent or Lead Personnel Agent. This classification performs a broad range of administrative activities in support of a more complex function with substantial District-wide impact. Administrative Support Agents have assigned reporting relationships and job duties that meet Education Code requirements for designation as confidential.

ESSENTIAL DUTIES:

- Serve as a personal administrative and office management assistant, working with a variety of sensitive and privileged matters and materials; coordinate staff responsibilities in the administrator's office, including the organization, planning, layout, and development of assignment time lines; ensure smooth and efficient office operations; ensure related functions comply with established laws, rules, regulations, policies, and procedures.
- Prepare or coordinate the preparation of information and data requested for administrative review; arrange correspondence in the order of a predetermined priority; provide appropriate reference materials to facilitate administrator's response.
- Plan, organize, and make necessary travel arrangements for administrators and colleagues to attend conferences, trainings, and other events; prepare and send out notices as assigned; compile and prepare agenda items and other required information for meetings, workshops, and district-wide events; take and transcribe notes; draft summaries of meetings and conferences.
- Independently, or according to general instructions, compose correspondence including letters and memoranda concerning a wide range of privileged, confidential, and/or sensitive matters requiring a thorough knowledge of policies, regulations, and operational procedures; review outgoing correspondence and other materials for consistency with policies, regulations, operational procedures, formatting, grammatical construction, and punctuation.
- Assemble, review, and prepare items for the Board agenda as assigned; assist with various tasks related to Union contracts and negotiations; maintain confidentiality regarding issues related to negotiations and collective bargaining matters; provide clerical assistance to District Attorneys as needed.
- Receive and respond to inquiries from school site personnel, office visitors, or telephone contacts; exercise independent judgment in resolving a variety of issues; refer difficult issues to the administrator as needed; provide technical information and assistance related to program or operations and related laws, rules, regulations, policies, and procedures.
- Prepare input data for a computerized record management, storage, and retrieval system; establish and maintain automated records and files; initiate queries, develop spreadsheets, manipulate data, and generate various computerized lists and reports as requested; ensure accuracy of input and output data.
- Maintain a variety of records and files which may include student, personnel, budget, expenditure, payroll, and other related subject information; establish and maintain filing systems; revise, verify,

proofread, and edit a variety of documents; generate personnel materials as assigned.

- Oversee and provide work direction to clerical personnel in the office as assigned; provide input concerning the performance evaluation of other assigned staff as required by the position.
- Perform a variety of clerical accounting duties as assigned; assist with budget planning and expenditure control processes; calculate, prepare, and revise accounting and budgetary data as assigned; maintain financial and statistical records and files.
- Operate a variety of office equipment including a copier, fax machine, computer, and assigned software.
- Perform other job-related duties as assigned and/or as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Organization and coordination of specialized and responsible secretarial/clerical functions.
- Organizational operations, policies, and objectives.
- Policies and objectives of assigned programs and activities.
- Applicable laws, codes, regulations, policies, and procedures.
- Record-keeping and filing techniques.
- Business letter and report writing, editing, and proofreading.
- Telephone techniques and etiquette.
- Methods, procedures and terminology used in clerical accounting work.
- Modern office practices, procedures and equipment.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Interpersonal skills using tact, patience, and courtesy.
- Operation of a computer and assigned software.
- Oral and written communication skills.
- Record retrieval and storage systems.
- Basic public relations techniques.
- Mathematic calculations.

ABILITY TO:

- Learn, interpret and apply legal mandates, policies, rules, regulations, and operational procedures.
- Assume responsibility for routine administrative detail, including the organization and coordination of the clerical activities of the supervisor's office.
- Compile and prepare accurate and comprehensive reports concerning a broad spectrum of subject matter, including items submitted to the Board of Education for approval/ratification.
- Interpret, apply and explain laws, codes, rules, regulations, policies, and procedures.
- Compose effective correspondence independently.
- Perform a variety of clerical accounting duties in support of assigned department or program.
- Type or input data at an acceptable rate of speed.
- Answer telephones and greet the public courteously.
- Complete work with many interruptions.
- Maintain a variety of records, logs, and files.
- Utilize a computer to input data, maintain automated records and generate computerized reports.
- Establish and maintain cooperative and effective working relationships with others.
- Meet schedules and timelines.
- Work independently with little direction.
- Communicate effectively both orally and in writing.
- Determine appropriate action within clearly defined guidelines.
- Add, subtract, multiply, and divide with speed and accuracy.
- Remain flexible and work effectively in a multi-task office environment with stringent deadlines, frequent interruptions, and changes in task priorities.
- Work confidentially with discretion.

EDUCATION AND EXPERIENCE:

EDUCATION:

Verification of a High School diploma, a GED certificate, or a higher degree. AA degree or 60 semester units of college level coursework in business administration, public administration or secretarial science is desirable.

EXPERIENCE:

Four years of highly responsible and varied executive level clerical experience, preferably in an educational organization.

Recent job-related experience within the last five years is required.

LICENSES, CERTIFICATIONS AND OTHER REQUIREMENTS:

- Verification of a valid California Motor Vehicle Operator's license.
- Insurability by the District's liability insurance carrier may be required.

PREFERRED QUALIFICATIONS:

Supplemental college level course work in office management, advanced secretarial skill areas, public relations, or related areas is preferred, but not required.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor, office work environment.

PHYSICAL ELEMENTS:

The physical requirements indicated below are examples of the physical aspects that the position classification must perform in carrying out essential job functions.

- Will frequently exert 10 to 20 pounds of force to lift, carry, push, pull or otherwise move objects.
- Will sit most of the time but may walk or stand for brief periods of time; will occasionally be required to bend, stoop, crunch, kneel, reach above shoulder level, and/or to ascend and descend a step stool or step ladder.
- Must possess the ability to hear and perceive the nature of sound.
- Must possess visual acuity and depth perception.
- Must be capable of providing oral information, both in person and over the telephone.
- Must possess the manual dexterity to operate business-related equipment and to handle and work with various objects and materials.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

POTENTIAL HAZARDS:

N/A

Revision Date: 11/16/2022

**AN EQUAL OPPORTUNITY EMPLOYER
RIALTO UNIFIED SCHOOL DISTRICT IS A "DRUG and TOBACCO-FREE WORKPLACE"**