

**Administrative Specialist I
Mt. San Antonio College**

Direct Link: <https://www.AcademicKeys.com/r?job=123614>

Downloaded On: Jul. 17, 2019 4:59am

Posted May 21, 2019, removed Jun. 24, 2019

Job Title	Administrative Specialist I
Department	
Institution	Mt. San Antonio College Walnut, California
Date Posted	May 21, 2019
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Administrative Support/Services
Apply Online Here	https://apptrkr.com/1463400
Apply By Email	
Job Description	

Administrative Specialist I

Position Number: 201314982

Department: Financial Aid

Job Category: Classified Unit A

Time (Percent Time): 100%

Term (months/year): 12 months/year

Current Work Schedule (days, hours):

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Salary Range: A-69

Salary: Steps 1 - 6, \$3,914 - \$4,996 per month

Shift Differential: Shift differential eligibility based on the current collective bargaining agreement

Open Date: 05/01/2019

Initial Screening Date: 05/22/2019

Open Until Filled: Yes

Application Procedure:

Complete application packets will be accepted until the position is filled; however, those submitted by 11:59 p.m. (PST) on May 22, 2019, are assured consideration.

Applicants must submit all of the following materials online at <http://hrjobs.mtsac.edu> to be considered for this position:

1. A Mt. San Antonio College online application.
2. A cover letter describing how the applicant meets the required education and experience.
3. A detailed rsum that summarizes educational preparation and professional experience for the position.
4. Two letters of recommendation that reflect relevant experience (do not use social media or professional networks as a means to provide letters of recommendation).

Health & Welfare:

College contributes \$10,946 toward annual premium for medical, dental, vision and life insurance coverage. Lifetime retirement benefits provided for eligible retirees.

The District participates in the Public Employees Retirement System (PERS), State Teachers Retirement System (STRS) retirement programs, and MetLife Social Security Alternative Plan.

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*Note Salary and Health & Welfare Benefits are subject to change

Basic Function/Overview:

DEFINITION

Under general supervision, performs a variety of routine office support, customer service, and/or program support duties according to standard procedures on behalf of designated professional, supervisory, managerial, or administrative positions; performs basic word processing, data entry, and typing; prepares correspondence using a standard format; interacts frequently with students, staff, faculty, and the general public and explains department and/or program policies and procedures, provides other District information, and/or directs questions and inquiries to the appropriate staff; may assist students and other customers with basic program eligibility questions and the completion of required forms and applications; schedules appointments with other department staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or managerial personnel. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This is the first of four levels in the Administrative Specialist series. Initially under more direct supervision, incumbents with general office support experience perform work such as customer service at the front counter and over the phone; provides assistance to students, staff, and the general public with program requirements, policies, procedures; document preparation and completion; file and records maintenance; data entry; and screening phone calls, visitors, and mail, and directing questions to the appropriate staff; working with a basic degree of independent judgment, tact, and initiative within clearly defined work procedures and standards. This class is distinguished from Administrative Specialist II in that the latter performs a broader range and more complex office support and administrative duties, more extensive and involved direction and oversight of student workers and/or hourly workers, and/or a specialized function related to the area of assignment, program, or department.

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Essential Duties/Major Responsibilities:

1. Operates multi-line phone systems; answers, screens, and directs calls to the appropriate division/department; takes messages and relays pertinent information using electronic mail or transfers calls to voicemail as requested by the caller; provides general information on a variety of District services, policies, and procedures.
2. Provides telephone, front counter, support to students, parents, staff, faculty, and the general public as assigned; responds to routine inquiries by explaining program requirements, policies, procedures, and according to established guidelines or by referring the customer to the appropriate source; provides general information regarding the assigned program, department, or the District; distributes applications, forms, and other documents as requested and may assist students, visitors, and other customers in completing such documents; refers callers/visitors to appropriate departments or individuals; provides geographical directions to visitors; takes and relays accurate messages; transfers callers to voicemail when necessary.
3. Performs a variety of customer services duties, such as answering a variety of questions and responding to basic complaints; providing information regarding classes and campus facilities and directions;; ordering program, class, or testing materials; assembling informational packets; processing print requests; making appointments with other department staff and for workshops, presentations, and informational seminars; and by referring visitors/callers to other programs, departments, off-campus services, other help agencies, and community groups, as appropriate.
4. Performs a variety of routine office clerical duties to support the operations of the assigned work unit, program, or department, including filing, preparing records, processing work orders, and assisting in ordering and maintaining office and other related supplies.
5. Types and edits a variety of documents, including correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and statistical reports from rough draft, handwritten copy, or from other material using a computer; inputs and retrieves data into various program, department, and/or District-wide software applications and database systems. Maintains file, index, and record keeping systems requiring sorting, filing, searching, retrieving, and distributing departmental and programmatic records or other documents as directed; logs in documents for public record.
6. Processes and prepares a variety of documents, materials, and records according to established procedures and practices.
7. Checks equipment in and out to students and staff; maintains related logs.
8. Verifies and reviews forms and reports for completeness and conformance with established policies and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
9. Receives, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.

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10. Assists in planning and organizing program or department-related events, workshops, informational seminars, presentations, and related activities.
11. Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, printers, scanners, facsimile machines, multi-line telephones, and audio/visual equipment; may operate other department-specific equipment.
12. May receive, log, schedule, and distribute service requests and work orders for the department.
13. Maintains accurate records of work performed.
14. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

Other Duties:

Performs other related duties as assigned.

Knowledge Of:

1. Modern office clerical support practices and procedures, including the use of standard office and computer equipment.
2. Computer applications related to the work, including word processing, database, scanning, and spreadsheet applications.
3. Applicable policies and procedures related to the program/department to which assigned.
4. Basic business arithmetic and statistical techniques.
5. Record keeping principles and procedures.
6. Alphabetical and numerical filing methods.
7. English usage, spelling, vocabulary, grammar, and punctuation.
8. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills and Abilities:

1. Perform standard office clerical support work with accuracy and sufficient speed.
2. Learn and understand the organization and operation of the assigned program and/or department, the District and outside agencies as necessary to assume assigned responsibilities.

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3. Learn, correctly interpret, and apply the policies and procedures of the function to which assigned.
4. Respond to and effectively prioritize multiple phone calls and other requests for service.
5. Understand and carry out oral and written directions.
6. Make basic accurate arithmetic computations.
7. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
8. Establish and maintain a variety of filing, record-keeping, and tracking systems.
9. File materials alphabetically, chronologically, and numerically.
10. Use discretion in processing and filing confidential student files and other records.
11. Organize and prioritize a variety of multiple tasks in an effective and timely manner.
12. Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
13. Understand and follow oral and written instructions.
14. Use English effectively to communicate in person, over the telephone, and in writing.
15. Understand scope of authority in making independent decisions.
16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Minimum Qualifications/Education & Experience:

Equivalent to the completion of the twelfth (12th) grade and one (1) full-time equivalent year of varied office support experience preferably involving interaction with the public. Associates degree from a regionally accredited college preferred.

Equivalencies:

Preferred Qualifications:

License(s) & Other Requirements:

Examination Requirements:

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A review of the applicants experience and qualifications will be conducted. Only applicants whom provide all required documents and meet the minimum qualifications will be qualified to participate in the next step of the application process. An Examination Notification will be emailed inviting qualified applicants to attend the exam. The exam occurs approximately 1-2 weeks after the initial screening date. Applicants who do not receive the Examination Notification email will not be allowed to participate in the examination process.

Working Environment:

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; may be required to operate a motor vehicle to visit various District and meeting sites. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Hazards:

Conditions of Employment:

Typing Certificate Requirements:

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Special Notes:

Please note: A confirmation number will be assigned when your application packet indicates the supplemental questions have been answered and a document has been attached to each required link. Assistance with the online application process is available through the Office of Human Resources at 1100 N. Grand Avenue, Walnut, CA 91789-1399. Human Resources: (909) 274-4225. E-mail: employment@mtsac.edu.

DO NOT include photographs or any demographic information (e.g. D.O.B, place of birth, etc.) on your application or supporting documents.

TRAVEL POLICY: Costs associated with travel in excess of 150 miles one way from residence for the purpose of an interview will be reimbursed up to \$500 maximum. Relocation costs will be borne by the successful candidate. Travel reimbursement claims (original receipts) must be submitted no later than 30 days following the interview date.

Foreign Transcripts:

Foreign Transcripts: Transcripts issued outside the United States require a course-by-course analysis with an equivalency statement from a certified transcript evaluation service verifying the degree equivalency to that of an accredited institution within the USA. This report must be attached with the application and submitted by the filing deadline.

Inquiries/Contact:

Human Resources at 1100 N. Grand Avenue, Walnut, CA 91789-1399. Human Resources: (909) 274-4225. E-mail: [\[url=mailto:employment@mtsac.edu\]employment@mtsac.edu](mailto:employment@mtsac.edu).

Selection Procedure:

A committee will evaluate applications, taking into account breadth and depth of relevant education, training, experience, skills, knowledge, and abilities. The screening committee reserves the right to limit the number of interviews granted. Meeting the minimum qualifications for a position does not assure the applicant of an interview.



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Interviews may include a writing sample, committee presentation, and/or performance test. The start date will be following Board approval and receipt of live scan clearance.

Special Instructions to Applicants:

To be guaranteed consideration, it is the applicants responsibility to ensure that all required materials are received before the initial screening date and time indicated on the job posting. Incomplete application packets will not be considered. All application materials will become College property, will not be returned, and will not be copied. Please visit our employment website at <http://hrjobs.mtsac.edu> to complete and submit your application for this position.

Letters of Recommendation

Confidential letters of recommendation are not accepted for this position. All letters of recommendation must be uploaded to the application.

EEO Policy:

The College is an equal opportunity employer. The policy of the College is to encourage applications from ethnic and racial minorities, women, persons with disabilities, and Vietnam-era veterans. No person shall be denied employment because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex (gender), age, sexual orientation, or the perception that a person has one or more of these characteristics.

Conflict of Interest:

Mt. San Antonio College employees and the Board of Trustees members shall not engage in any employment or activity that is inconsistent with, incompatible with, or in conflict with Mt. San Antonio Colleges Administrative Procedures (AP 2710 Conflict of Interest, AP 2712 Conflict of Interest Codes).

Cancel RTF Policy:



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WE RESERVE THE RIGHT TO RE-OPEN, RE-ADVERTISE, DELAY OR CANCEL FILLING THIS POSITION.

THIS RECRUITMENT MAY BE USED TO FILL FUTURE VACANCIES.

To apply, visit [url=https://apptrkr.com/1463400]https://hrjobs.mtsac.edu/postings/7123

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

Mt. San Antonio College

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