

Administrative Specialist I
Mt. San Antonio College

Direct Link: <https://www.AcademicKeys.com/r?job=232540>

Downloaded On: Jun. 18, 2024 5:11pm

Posted Mar. 7, 2024, set to expire Jul. 1, 2024

Job Title	Administrative Specialist I
Department	EOPS/CARE
Institution	Mt. San Antonio College Walnut, California
Date Posted	Mar. 7, 2024
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/5082104
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Job Description	

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Administrative Specialist I

Position Number: CM-130-2024

Department: EOPS/CARE

Job Category:

Time (Percent Time):

Term (months/year):

Current Work Schedule (days, hours): Monday-Friday 8:00AM-4:30PM

Salary Range: A-69

Salary: A-69Steps 1 - 6: \$4,712 - \$6,013 monthly

Shift Differential:

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Shift differential eligibility based on the current collective bargaining agreement.

Open Date: 03/05/2024

Initial Screening Date: 03/26/2024

Open Until Filled: Yes

Application Procedure:

First Review of Applications: Complete application packets will be accepted until the position is filled; however, **applications submitted by 11:59 p.m. (PT) on the above listed Initial Screening Date are assured consideration.**

Applicants must submit all of the following materials online, unless otherwise noted, at Mt. SAC Employment Website 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. If applicable, College and/or university transcripts showing the awarded/conferred degree are required and must be submitted with the online application by all applicants, including current or former employees of the college, to demonstrate that the required educational qualifications are met. Unofficial transcripts are acceptable at the time of application; however, copies of diplomas are not accepted in lieu of transcripts.
5. Optional - Three letters of recommendation that reflect relevant experience (do not use social media or professional networks as a means to provide letters of recommendation). Confidential letters of recommendation are not allowed for this position.

Health & Welfare:

- Mt. San Antonio College offers a competitive and excellent benefits package providing medical, dental, and vision benefits to **eligible employees** and their dependents. Lifetime supplemental medical benefits are also available for eligible retirees.
- The College contributes an annual premium up to the family coverage amount equivalent to Kaiser Permanente \$15 office visit medical, DeltaCare HMO dental, VSP vision and life insurance plans for eligible employees.

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The District participates in the Public Employees Retirement System (PERS), State Teachers Retirement System (STRS) retirement programs, and National Benefit Services.

*Note: The District does not cover Medicare expenses. Please visit the [Mt. San Antonio College Benefits Website](#) for further information. Salary and Health & Welfare Benefits are subject to change based on the Collective Bargaining Agreement.

Basic Function/Overview:

ABOUT THE DEPARTMENT:As the flagship student equity support program in the California Community College system, Extended Opportunity Programs & Services (EOPS) serves the State's most underserved and underrepresented student populations. Utilizing a student-centered approach, Mt. SAC's EOPS program provides over and above personalized ongoing comprehensive support services to historically underrepresented and low socioeconomic students in order to increase their sense of belonging, self-efficacy and awareness of opportunities to help students achieve their academic and personal goals. Under the EOPS Department is also CARE. CARE is a supplemental component of EOPS that specifically assists EOPS students who are single heads of welfare households with young children, by offering supportive services so they are able to acquire the education, training and marketable skills needed to transition from welfare-dependency to employment and eventual self-sufficiency for their families.

OVERVIEW:The Administrative Specialist I will performs activities and functions related to the Extended Opportunity Program and Services (EOPS) and Cooperative Agencies Resources for Education (CARE) programs of the District. The Administrative Specialist I will provide telephone and front counter support to students, parents, staff, faculty, and the general public. In addition, the Administrative Specialist I will be responsible for maintaining e-files, entering date and other clerical duties.

DEFINITION:Under general supervision, performs a variety of entry level administrative support duties that requires knowledge of the assigned division/department and/or program support duties according to standard procedures on behalf of the designated managerial personnel.

SUPERVISION RECEIVED & EXERCISED:Receives general supervision from assigned supervisory or managerial personnel. Exercises technical and functional direction over and provides training to student or hourly workers, as assigned.

CLASS CHARACTERISTICS:The Administrative Specialist I classification is the first level in the Administrative Specialist series which is comprised of four (4) levels. Positions in the series are

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distinguished by reporting and working relationships, level of independence, supervision received and exercised, decision making, judgment, and minimum qualifications for employment consideration. The Administrative Specialist I level typically performs entry-level administrative and clerical activities such as customer service at the front counter and over the phone; provides assistance to clientele with program requirements, policies, and procedures; document preparation and completion; file and records maintenance; data entry; screening visitors and mail, and directing questions to the appropriate staff; working with an entry-level degree of independent judgment, tact, and initiative within clearly defined work procedures and standards. Incumbents in the Administrative Specialist I level report to managerial personnel initially under more direct supervision. The work requires basic decision making under established guidelines. This class is distinguished from Administrative Specialist II in that the latter performs a broader range and journey level office support and administrative duties.

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 College 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 College; 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.

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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 College-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. Checks equipment in and out to students and staff; maintains related logs.
7. 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.
8. Receives, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
9. Assists in planning and organizing program or department-related events, workshops, informational seminars, presentations, and related activities.
10. 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.
11. May receive, log, schedule, and distribute service requests and work orders for the department.
12. Maintains accurate records of work performed.
13. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
14. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
15. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.

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16. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.

17. Prepares and delivers oral presentations related to assigned areas as required.

18. Performs other related or lower classification duties as assigned.

Other Duties:

Knowledge Of:

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

Skills and Abilities:

1. Advocate for and communicate the Colleges vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Perform standard office clerical support work with accuracy and sufficient speed.
5. Learn and understand the organization and operation of the assigned program and/or department, the College and outside agencies as necessary to assume assigned responsibilities.
6. Learn, correctly interpret, and apply the policies and procedures of the function to which assigned.

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

Minimum Qualifications/Education & Experience:

1. Equivalent to the completion of the twelfth (12th) grade; and
2. One (1) year of varied office support experience preferably involving interaction with the public.
3. Associates degree from a regionally accredited college preferred.

Equivalencies:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications is listed in the Minimum Qualifications section.

Preferred Qualifications:

License(s) & Other Requirements:

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Examination Requirements:

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 College 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:

The person holding this position is required to be present on Mt. San Antonio Colleges campus to perform all essential duties and responsibilities.

Official offers of employment are made by Mt. San Antonio College Human Resources and are made contingent upon Board approval. It is also required that a final offer of employment will only be made after the candidate has successfully been live-scanned and clearance for employment is authorized by Human Resources. Costs for live-scan services shall be borne by the candidate.

Notice to all prospective employees - The person holding this position is considered a mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in Administrative Procedure 3518, titled Child Abuse Reporting, as a condition of employment.

As required by the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics



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Act, the Mt. San Antonio Community College Annual Security Report is available here: [Mt. SAC Annual Security Report](#).

The person holding this position is considered a Responsible Employee under Title IX of the Educational Amendments Act of 1972 and is required to report to the Colleges Title IX Coordinator all relevant details reported to him or her about an incident of alleged sexual misconduct including sexual harassment, sexual assault, dating and domestic violence and stalking.

Typing Certificate Requirements:

Special Notes:

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 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 personal information (e.g. D.O.B, place of birth, etc.) on your application or supporting documents.

LONG DISTANCE TRAVEL FOR INTERVIEWS: Should you be invited to an interview, please contact our office to discuss an accommodation option if attending the interview would require you to travel in excess of 150 miles one way from your residence.

THE MT. SAN ANTONIO COLLEGE DISTRICT WILL NOT SPONSOR ANY VISA APPLICATIONS.

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. Accredited evaluation agencies can be found on the [National Association of Credential Evaluation Services Website](#).

Inquiries/Contact:

Human Resources

1100 N. Grand Avenue, Walnut, CA 91789-1399

Phone: (909) 274-4225

E-mail: employment@mtsac.edu

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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.

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 [Mt. SAC Employment Website](#) to complete and submit your application for this position.

EEO Policy:

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:

To apply, visit <https://hrjobs.mtsac.edu/postings/11416>

Contact Information



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

Contact

N/A

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