

Position Description

Position Title: Administrative Assistant

Department: Office Staff

Bargaining Unit: Ed MN

Reports To: Building Supervisor

FLSA Status: Non-Exempt

Summary and Scope of Position

This position is accountable for providing administrative support to administration and independently performing a full range of administrative support functions requiring an understanding of organizational policies and procedures. This position will know and manage the day-to-day operations of the building/department, create and maintain trusting relationships with those they support, and have the ability to recognize urgent situations. This position must maintain confidentiality of privileged and sensitive information.

Minimum Knowledge, Skills, and Abilities

- A. Education and Experience
 - a. Education
 - i. High School Diploma
 - b. General Experience
 - i. Two (2) years administrative support in an office work environment
 - c. Substitution allowed
 - i. General Education Development (GED) may be substituted for a high school diploma
 - d. Character Requirement Prior to Appointment
 - i. Thorough check of references and facts stated in the application
 - ii. Thorough background investigation
- B. Licenses, Certifications and Other Requirements
 - a. Valid State of Minnesota Driver's License
- C. Knowledge, Skills and Abilities
 - a. Comprehensive knowledge of desktop computer hardware and software systems; including products such as Microsoft Office, Google Apps, Adobe, and database management systems
 - b. High-level administrative ability to communicate both verbally and in writing with the public, staff, employees, parents, and related officials
 - c. Working knowledge of mathematical processes and number concepts and ability to perform complex calculations
 - d. Ability to understand and apply the processes and procedures used within the Cooperative educational system and operations
 - e. Ability to work with a variety of people to obtain information and data
 - f. Ability to work cooperatively with district administration and management, board members, staff and students
 - g. Ability to work well under pressure, multitask effectively and efficiently
 - h. Ability to organize the variety of functions of the position and work area
 - i. Ability to coordinate various projects and set appropriate priorities with workload changes and competing demands
 - j. Ability to foster a positive and effective working environment and cooperative working relationships
 - k. Ability to work independently and follow through on assignments with minimal or no direction
 - l. Ability to make or delegate appropriate decisions in the absence of administration, which may require access to confidential material in all formats including communications regarding sensitive material and employee communications

- m. Ability to use and apply a variety of software including those in place in the Cooperative or similar software, use of spreadsheets, presentation, publishing, database and record management, communications, and related systems
- n. Ability to maintain confidentiality when handling sensitive and personal information
- o. Ability to recognize, recommend and be an integral part of the implementation process of a more effective method for work operations
- p. Ability to work with a diverse population and navigate cultural issues with sensitivity and awareness

Position Supervises

May provide work direction to staff as assigned.

Essential Functions

The following identifies the primary and essential functions of the position and is not intended to be an exhaustive listing of all duties performed.

1. Customer Service
 - a. Answer Cooperative phone and route call after determining the nature of the call
 - b. Screen visitors/students/public coming into the office providing assistance with routine questions, directing visitors to appropriate locations
 - c. Check IDs and assures persons in the building adhere to Cooperative rules and procedures
 - d. Take messages
 - e. Assist students coming into the office with routine questions
 - f. Sort and distribute mail
 - g. Copies and duplicates material as requested
2. Correspondence
 - a. Format, compose and type a full range of correspondence such as memos, complex letters, reports, agenda notes, etc.
 - b. Compose communication documents to disseminate pertinent information to customers or internal staff for administration signature
 - c. Proofread for content
 - d. Edit communication using knowledge of grammar, punctuation, and spelling
3. Filing
 - a. Design filing systems
 - b. Organize and maintain individual files
 - c. Oversee the management of the files
4. Report Generation and Writing
 - a. Prepare reports and statistics based on information compiled from various sources
 - b. Determine report format and elements
 - c. Research and assemble information from a variety of sources
 - d. Prepare statistical and narrative reports
 - e. Analyze information and make recommendations
5. Interpersonal
 - a. Provide excellent customer service which adhering to Cooperative service guidelines
 - b. Answer sensitive and elevated issue type phone calls, emails, and other correspondence details in a timely and consistent manner
 - c. Act for administration by interpreting established policies and procedures, etc.
 - d. Troubleshoot by relieving administrator of as much administrative detail as possible
 - e. Act for and regularly make decisions in administrator absence within prescribed limits of authority
6. Supporting Role
 - a. Read, manage, and assess administrative team members on various communication sources: email, phone messages, mail, calendar

- b. Prepare correspondence and ensure communications are completed
 - c. Review incoming requests for meetings and determines priority items
 - d. Arrange and coordinate meetings; including space, materials and equipment
 - e. Identify priorities, filter issues and arrange appointments for administration
 - f. Make travel and conference arrangements
7. Office Management
- a. Complete process and maintain paperwork for purchasing
 - b. Provide input and prepare documentation for Cooperative budget
 - c. Monitor time and attendance issues and substitute oversight
 - d. Design and initiates new forms and procedures to facilitate workflow with administration approval
 - e. Ensure that front office functions smoothly
 - f. Provide support and training as needed
8. Data Management and Proofing
- a. Review and interpret various reports, identify deficiencies and missing data, implement resolutions through assigning tasks to appropriate colleagues
 - b. Manage and enter detailed entry of specific data elements
 - c. Critically analyze final products for missing or nonsensical data
9. Processing
- a. Handle (paper, record, etc.) by systematically organizing them, recording or making notations on them, follow up with appropriate action
 - b. Handle and support systems for third-party billing.
10. Record Management
- a. Develop and coordinate work procedures, such as recordkeeping systems and forms control, to create new systems or revise established procedures
 - b. Understand and follow Cooperative Records Retention Schedule, record destruction policy, and department procedures related to records
 - c. Ensure sensitive information and data privacy documents are either kept or shredded as deemed appropriate
11. Support, Train, Coach
- a. Provide direction and guidance as the first level of support of troubleshooting
 - b. Provide support, training, and coaching to staff members on systems and processes as needed
 - c. Participate in various Cooperative committees
12. Independent Problem Solver and Critical Thinker
- a. Use independent judgement when communicating with internal and external customers
 - b. Require minimum or no direction from supervisor or others in all job functions
 - c. Exercise critical thinking when responding to requests and producing and examining processes and documents
13. Technology
- a. Applies technological innovation to work
 - b. Comfortable with using and learning new skills in areas of technology with minimum support and training
14. Performs other comparable duties of a like or similar nature as assigned

Working Conditions, Physical and Mental Requirements

Frequency: Place an "X" in each box that is appropriate to the job. % based upon frequency per shift.
 NEVER (N) = 0% or never, OCCASIONALLY (O) = 1-33%, FREQUENTLY (F) = 34-66%, CONSTANTLY (C) = 67-100%

Physical	N	O	F	C	Physical	N	O	F	C
What is moved?					Grasping		x		
Paper and binders		x			Twisting		x		
Computers and printers		x			Repeat motion		x		
Describe movement:					Driving automotive equipment	x			

Lift, push, pull		x		Fingering/handling		x		
Lower, carry, reach above		x		Feeling		x		
Standing			x	Visual acuity: near			x	
Walking			x	Visual acuity: far			x	
Sitting			x	Depth perception			x	
Bending/stooping		x		Color discrimination		x		
Kneeling/duration		x		Peripheral vision			x	
Squatting		x		Talking				x
Climbing/height		x		Hearing				x
Balancing	x			Running		x		
Crawling/distance	x			Other	x			
Reaching above shoulder		x						
Reaching at or below shoulder		x						
Physical Surroundings:				Environmental Conditions:				
Cold (50 degrees F or less)	x			Chemicals	x			
Heat (90 degrees F or more)	x			Gases and fumes	x			
Exposure to abusive and/or offensive behavior and language			x	Confinement to small, restricted area		x		
Inside work			x	Exposure to unpleasant odor		x		
Office or classroom setting			x	Exposure to bodily fluids		x		
Outside work	x			Dampness	x			
Unprotected heights	x			Extreme noise, vibration	x			
Use moving machinery or equipment	x							
Driving a motor vehicle		x						

Mental Requirements and Stress of the Position: Place an "X" by all descriptions that apply to this job.

X _____ Exposure to stressful situations, such as demanding students, visitors, public

X _____ Must be able to concentrate on work tasks amidst distraction, such as distractions from telephone, customers, co-workers, etc.

X _____ Must exert self-control in very difficult situations, such as individuals and/or situations may be difficult to deal with

_____ Life threatening circumstances are likely to affect the incumbent and/or person served

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to the position. They are not to be construed as an exhaustive list of all job responsibilities and duties performed by personnel so classified.

The Cannon Valley Special Education Cooperative is an equal opportunity employer. In compliance with the Americans with Disabilities Act (ADA), the Cooperative will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the Cooperative when necessary.