CLASSIFIED & ADMINISTRATIVE POSITION REQUEST
2018-2019

Requester Name: A. Law, N. Ho, D. Carlson, S.McElderry **Division Name:** Academic Services

SUMMARY INFORMATION

Title of Position Being Requested: (**Note:** Please also attach a current or proposed district job description)

Administrative Assistant

Position Will Reside in Division/Unit:

Academic Services

Indicate To Whom this Would Report:

Vice President of Academic Services

Indicate if this position or a similar position has been presented to RAC previously and in what years:

This specific position was requested in the 2017-2018 academic year. Similar positions have been requested by individual divisions before (2014).

The position is:

(•) New

Number of Hours per Week: 40

Number of Months per Year: 12

( ) Increase for an existing funded position

From: ( ) 9 ( ) 10 ( ) 11 Months

To: ( ) 10 ( ) 11 ( ) 12 Months

OR From: _____ % to _____ %

Name of Person Currently Holding Position: _____

( ) New Categorically funded position (information only; position not ranked)

Number of Hours per Week: _____

Number of Months per Year: _____

SECTION 1: PROGRAM NEED

What key responsibilities would this person assume?

The Academic Services Administrative Assistant will work out of the office of the Vice President of Academic Services in support of the four academic divisions. The holder of this position will work as needed in - and be shared by - each of the four Academic Services division offices and perform a range of responsible and confidential administrative, secretarial, and clerical duties. These duties will involve supporting division deans and senior administrative assistants in a wide variety of tasks including: human resources and payroll paperwork including PAFs and faculty and staff evaluation packets and conference leave and field-trip requests, answering telephones and collecting and distributing campus and outside mail, maintaining a calendar of activities and scheduling meetings and various events for faculty and staff, responding to routine correspondence and complaints and sensitive requests for information and assistance, researching information and assisting other staff and the public in interpreting and applying regulations, procedures, and systems relating to assigned responsibilities. The Academic Services Administrative Assistant may also handle such tasks as athletics eligibility processing.

List other Personnel in the Unit (i.e. with shared or similar responsibilities):

Currently there are four Senior Administrative Assistants in the Academic Services area, each of whom assists one of the four division deans and the scores of area faculty. The only other clerical support personnel located at the division level are student assistants (currently 4 of them who work between 10 and 20 hours per week). While valuable to the work of the academic divisions, the student assistants have neither the skills, expertise, technology access, or professional background -- or legal status -- to carry out the duties of an administrative assistant. Moreover, the student assistants are typically difficult to recruit and retain. For example, in spite of recruitment efforts, the student assistant position in the Arts and Humanities division remained unfilled from December 2017 to October 2018.

SECTION 1: PROGRAM NEED (contd)

Give a historical perspective of the changing demands on your unit's staff over the past 3-5 years (refer to your program review relating to human resources.) You may use narrative or relevant data.

To fully understand the historical perspective we need to go back beyond the 3-5 year window to approx. ten years ago, when LPC had roughly 30 fewer faculty (full- and part-time) and 1,000-2,000 fewer students (by headcount), yet employed more classified professionals in the academic division offices. In 2007, each division office had a Senior Administrative Assistant and a full-time Staff Assistant, both of whom helped the faculty and the dean carry out the numerous tasks involved in successfully running a large, complex educational institution. As a result of this staffing structure, things ran relatively smoothly and efficiently. Then a fiscal crisis hit which resulted in the cutting of classes and the issuing of layoffs. In this context, the division Staff Assistants disappeared. Thankfully the tough times didn't last and the college was soon growing again and expanding its classes and programs and adding new faculty, staff, and facilities. In spite of this recovery, however, the division Staff Assistants never returned. This has created a significant workload increase on the Senior Administrative Assistants, the faculty, and the deans which has contributed to a log-jam effect in the division offices that not only contributes to undue fatigue and stress but also limits the college's overall productivity and effectiveness.

And/or provide additional information supporting a need for this position and resulting impact on students or program:

In 2009 LPC employed 70 Full-Time Classified Professionals, four of whom were Staff Assistants working exclusively in the Academic Division offices. By Fall 2017, LPC employed 79 Full-Time Classified Professionals, none of whom is an Administrative (or Staff) Assistant working in an Academic Division Office (a reality that has continued into Fall 2018). Put another way, since 2011 LPC has hired at least 16 Full-Time Classified Professionals without replacing the lost staffing in the Academic Division offices. Thus, while the college as a whole has recovered (and even grown) since the fiscal crisis of the last decade, the Division Offices are one of the few areas on campus (perhaps the only ones) that have been forced to operate with staffing levels that would have been deemed inadequate more than a decade ago. Indeed, even with the addition of this single position, the Academic Division offices will be operating with fewer staff than 2008, even as the work demands (including the work associated with new developments such as AB 705 and Guided Pathways) continue to increase. This lack of staffing directly and indirectly impacts every student and every academic program at Las Positas College.

SECTION 2: STUDENT LEARNING AND SUCCESS

Explain how this position will contribute to and/or support student learning and success:

The Academic Services Administrative Assistant will contribute to and support student learning and success by improving the flow of paperwork and processes in all four academic division offices. More hands and eyes on the various tasks will increase the speed and accuracy of the work, helping to prevent or at least shrink backlogs of time-sensitive materials and requests (class schedules, PAFs, timesheets, faculty and staff evaluations, conference and field-trip forms, grade change petitions, etc.) all of which contributes and supports student learning and success by making the educational process possible in the first place. If a field trip form is not processed in time, or accurately, the students lose out on a learning opportunity; if an instructor is not hired in a timely fashion then there is no one to teach the class.

Explain how this position will have a positive impact on Accreditation or strengthen the college's adherence to the ACCJC standards:

The Academic Services Administrative Assistant will contribute to the various tasks associated with the accreditation process, such as: the location and preparation of documentation and data, the checking of every course syllabus for the components required to meet ACCJC standards, helping the division offices and faculty to maintain current lists of Student Learning Outcomes, and the filing/scanning/posting of proper documentation related to Academic Services accreditation standards.

SECTION 3: LPC MISSION AND PLANNING PRIORITIES

LPC MISSION STATEMENT:

LPC is an inclusive learning-centered institution providing educational opportunities and support for completion of students' transfer, degree, basic skills, career-technical, and retraining goals.

LPC PLANNING PRIORITIES:

❖ Establish regular and ongoing processes to implement best practices to meet ACCJC standards.
❖ Provide necessary institutional support for curriculum development and maintenance.
❖ Develop processes to facilitate ongoing meaningful assessment of SLOs and integrate assessment of SLOs into college processes.
❖ Expand tutoring services to meet demand and support student success in Basic Skills, CTE, and Transfer courses.

Indicate how this position supports the College's mission and/or planning priorities:

The Academic Services Administrative Assistant will support the college's mission and planning priorities by adding speed and accuracy to the flow of paperwork and processes that enable teaching and learning and thereby student success and completion. The position will assist division deans and faculty in a variety of ways as they implement best practices to meet ACCJC standards and integrate assessment of SLOs into college processes. Additionally, the administrative assistant will literally embody the institutional support needed for strong curriculum development and maintenance. More specifically, by writing PAFs and collecting and monitoring time sheets, this position will provide a vital function in the operation and expansion of tutorial services that contribute to success in Basic Skills, CTE, and Transfer courses.

SECTION 4: PROGRAM OUTCOMES, INITIATIVES, and PLANS

Please check one.

[✓] This need was described explicitly in a Program Review (Year 2017-18).

[✓] This need was implied in a Program Review (Year 2017-18).

[ ] This need was not included in a Program Review, but has become a need since that time.

Explain, including language from Program Review (if available):

The need for additional classified professional support across the college's academic disciplines and divisions is implied throughout the program review updates from a year ago with specific mention found in two division summaries: The 2017 BHAWK Division Summary noted that "with very limited support staff, KIN instructors and Division administrators must find time to perform clerical tasks that have historically been carried out by administrative assistants and/or other classified personnel" and included as one of it's "the hiring of full -time classified staff members to assist in the mounting clerical work . . . of the division." BHAWK also noted under division "challenges" that "classified help is needed in KIN/Athletics – Administrative Assistant." The Executive Summary section of the 2017 MSEPS Division Summary cited the need for "increased classified professional support."

SECTION 5: SAFETY (if applicable)

Explain how this position will improve safety on campus or within your unit:

Because the Academic Services Administrative Assistant will fill in for absent Senior Administrative Assistants, there will be more coverage of division offices throughout the year and thus a greater chance that someone will be available to call Campus Safety in the event of a health or safety crisis in a particular division area. The presence of additional staff will also increase security of supplies and materials (including sensitive documentation) in the division offices.

SECTION 6: COSTS*

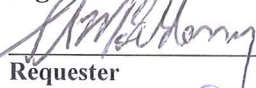|		
Estimated Increase or Proposed Annual Salary Cost:	$	48,507.00
Estimated Benefits Cost:	$	26,679.00
Total Cost for Position:	$	75,186.00

NOTE:

    Full Time = 20-40 hours per week or 50% - 100%
    Regular Hourly = 18 hours or less per week (<50%)

Costs: For accurate costs, requestor must contact the College Administrative Services Technician in the LPC Office of Administrative Services (ext. 1632).

SECTION 7: REVIEWS

Signatures:

_____   10/18/18   _____   _____
Requester   Date   Dean/Unit Administrator   Date

Sharon Davidson   16/18/18   _____   10/19/18
College *Administrative Services Technician*   Date   Vice President   Date
Office of Administrative Services

9

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

ADMINISTRATIVE ASSISTANT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under general supervision, perform a variety of general administrative, secretarial, and difficult and complex clerical duties in support of assigned program area; provide support and assistance to assigned supervisory, academic, and classified staff; serve as a liaison between the assigned area and/or assigned supervisor and other staff, the general public, students, faculty, and other campus and community officials; and provide a wide variety of reference and resource information related to assigned function or program area.

The Administrative Assistant is the journey-level classification in the administrative support/secretarial series. Incumbents are assigned to perform a wide range of administrative support, secretarial, and clerical duties independently for a program area or to provide secondary support to a large/complex administrative, academic services, or student services program area. Incumbents at this level typically receive instruction or assistance only as new or unusual situations arise, and have familiarity with the operating procedures and policies of the work unit upon completion of the probationary period.

The Administrative Assistant is distinguished from the College Clerk by the direct secretarial support the Administrative Assistant provides to a program area including providing general administrative and secretarial support to professional or management staff. It is further distinguished from the Senior Administrative Assistant classification in that the Senior Administrative Assistant class is responsible for providing support to senior management staff with responsibility for a large/complex administrative, academic services, or student services program area. The Senior Administrative Assistant classification typically reports to and is the primary position supporting a Dean or Director level administrator or provides advanced journey-level secretarial support to executive, administrative, or management staff.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform responsible secretarial and administrative support duties for assigned supervisor and program area; relieve assigned supervisor and other assigned staff of a variety of clerical, technical, and administrative details; provide assistance in organizing functions and activities that involve assigned area; as necessary and appropriate, serve as liaison between assigned supervisory staff or program area and administrators, other District personnel, and the general public.

2. Perform administrative support duties to assist the supervisor in meeting reporting requirements, functional responsibilities, and research objectives; coordinate the office work of the supervisor and/or program area; develop schedules related to office/department activities and services; review, update, and inform assigned supervisor and other staff in assigned area of essential timelines; coordinate the flow of activities through the office in relation to priorities and schedules; assure the timely completion of work in accordance with established policies, procedures, and standards.

3. Utilize electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments; coordinate and arrange meetings; coordinate activities with other divisions and departments.

4. Serve as liaison and facilitate communications between assigned supervisor, other administrators, students, academic and classified staff, other offices, educational institutions, public agencies, and the general public; interact and relay information, questions, and decisions regarding supervisor's area of assignment; refer callers to other departments or individuals as necessary; prepare preliminary responses to routine correspondence for assigned supervisor's approval.

5. Prepare Board agenda items and supporting documents as necessary for assigned area; assure assigned supervisor receives timely notification of Board requests for information or action.

6. Perform a variety of clerical accounting duties and responsibilities for assigned area; assist supervisor in budget administration; track budget activity; post, monitor, and track invoices and other expenditures; process budget/expense transfers; prepare purchase requisitions.

7. Order office supplies and materials as directed; assure their timely receipt and storage; assure proper functioning of office equipment.

8. Participate in payroll processing functions for assigned area including to prepare payroll forms and maintain records for timesheets and various authorizations.

9. Provide staff support to standing and ad hoc committees and other groups as assigned; attend meetings and take notes or records proceedings; prepare and distribute agendas, background materials, and minutes as appropriate.

10. Answer telephones and respond to routine questions and requests for information from administrative, management, academic, and/or classified staff, students, and the general public; communicate information in person or by telephone where judgment, knowledge, and interpretation of policies and procedures are necessary.

11. Train and provide work direction to assigned student workers and other hourly workers as assigned.

12. Establish and maintain complex, interrelated filing systems; collect, compile, and record narrative, statistical, and financial data and other information; research and verify information as requested.

13. Type, format, proofread, duplicate, and distribute a wide variety of correspondence, reports, notices, schedules, lists, forms, and other materials according to established procedures, policies, and standards; type from rough draft, verbal instructions, or transcribing machine recordings; compose routine correspondence related to area of assignment; prepare preliminary responses to routine letters and general correspondence.

14. Receive mail and identify and refer matters to the supervisor in order of priority.

15. Utilizing thorough knowledge of various computer applications and software packages, enter, update, correct, and extract information; maintain and generate reports from a database or network system.

16. Maintain current working knowledge of applicable hardware and software applications.

17. Perform related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Operational characteristics, services, and activities of the functions, programs, and operations of the assigned office.
2. Work organization and basic office management principles and practices.
3. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
4. Basic principles, practices, and procedures of fiscal, statistical, and administrative record keeping.
5. Principles, practices, and procedures of business letter writing.
6. Principles and practices used to establish and maintain files and information retrieval systems.
7. Basic research methods and techniques.
8. Basic mathematical concepts.
9. Principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
10. Interpersonal skills using tact, patience, and courtesy.
11. English usage, grammar, spelling, punctuation, and vocabulary.
12. Oral and written communication skills

Ability to:

1. Learn and understand the organization and operation of the assigned office and/or department as necessary to assume assigned responsibilities.
2. Learn, understand, interpret, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.
3. Perform a range of administrative, secretarial, and clerical duties involving the use of independent judgment.
4. Independently compose and prepare routine correspondence and memoranda.
5. Prepare a variety of clear and concise administrative and financial records.
6. Effectively present information in person or on the telephone to students, staff, or the public.
7. Type or enter data at a speed necessary for successful job performance.
8. Take and transcribe dictation, if required by the position, at a speed necessary for successful job performance.
9. Implement and maintain filing systems.
10. Train and provide work direction to others.
11. Establish, review, and revise office work priorities.
12. Plan and organize work to meet schedules and changing deadlines.
13. Use correct English, grammar, spelling, punctuation, and vocabulary.
14. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
15. Adapt to changing technologies and learn functionality of new equipment and systems.
16. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
17. Work effectively with minimal supervision.
18. Communicate clearly and concisely, both orally and in writing.

19. Establish and maintain effective working relationships with those contacted in the course of work.
20. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training in secretarial science, office automation, or a related field.

Experience:

Two years of increasingly responsible clerical and secretarial experience involving a high level of public contact, use of computer and office applications, and providing secretarial support to a program area and/or management staff.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

12/5/00;

Adopted by Board of Trustees on October 20, 2015
Effective: October 21, 2015
Job Family: Clerical – Secretarial – Fiscal

Las Positas College Staff Characteristics
Fall 2017

Type of job	Fall 2003 - Fall 2015							Fall 2017	
	Fall 03	Fall 05	Fall 07	Fall 09	Fall 11	Fall 13	Fall 15	Number	Percent
Full-time classified	48	57	65	70	63	64	69	79	17%
Part-time classified	21	28	30	30	23	19	14	16	3%
Full-time faculty	82	85	98	103	93	95	106	116	25%
Part-time faculty	183	222	244	262	226	222	251	239	51%
Administrator	11	12	10	11	14	12	13	16	3%
Total	345	404	447	476	419	412	453	466	100%

Job by Gender	Female		Male		Total	
	Num	Pct	Num	Pct	Num	Pct
Full-time classified	49	62%	30	38%	79	100%
Part-time classified	12	75%	4	25%	16	100%
Full-time faculty	57	49%	59	51%	116	100%
Part-time faculty	136	57%	103	43%	239	100%
Administrator	7	44%	9	56%	16	100%
Total	261	56%	205	44%	466	100%

Job by Race-Ethnicity	Percentage of:								Total	
	Asian/PI	African Am.	Filipino	Latino	Mid. East.	Nat. Am.	White	Unknown	Num	Pct
Full-time classified	10%	11%	8%	11%	0%	0%	49%	10%	79	100%
Part-time classified	13%	13%	6%	13%	0%	0%	44%	13%	16	100%
Full-time faculty	10%	6%	2%	9%	0%	2%	62%	9%	116	100%
Part-time faculty	11%	3%	1%	7%	1%	<1%	70%	8%	239	100%
Administrator	13%	13%	6%	19%	0%	0%	50%	0%	16	100%
Total	11%	6%	3%	9%	<1%	1%	63%	8%	466	100%

Source: CLPCCD Institutional Research Employee Data Set, Fall 2003-2017

Las Positas College
Number of Employees by Type of Job
Fall 2003 to Fall 2017

Office of Research, Planning, and Institutional Effectiveness
Las Positas College

Updated: 1/9/2018