

## **JOB ANALYSIS - Administrative Specialist**

JOB ANALYST: Nancy Kennedy, MS,CRC	DATE OF ANALYSIS: July, 2019
PHONE #: (800) 477-0626 X 14435	DATE REVISED: NA
Conducted for: Chico Unified School District	Information Provided by: School site staff

### **General Description:**

Under the direction of the district administrators, the Administrative Specialist performs a wide variety of responsible and complex skilled clerical duties such as keeping records, preparing/typing reports, and answering correspondence and questions from both the public and school district personnel.

### **Essential Job Functions:**

Act as information resource to the public and school personnel for assigned department(s); work with confidential data and ensure compliance with District, State and Federal regulations and procedures.

Receive incoming phone calls; take, give, or refer messages from and to the school personnel and the public; assist to coordinate and resolve issue by utilizing various district resources.

Provide clerical assistance to district administrators from written and oral directions.

Perform a variety clerical duties, including but not limited to: gather, compile, organize, file and distribute information and data; maintain accurate and complete records.

Prepare a variety of reports and records; type and enter extensive data/information; create correspondence.

Schedule and coordinate meetings, locations, times; maintain calendars of appointments with and for school administrators, staff, and other participants/public.

Prepare and distribute meeting agendas and minutes; as designated attend, record, transcribe meeting notes and minutes.

Maintain department budget records; obtain quotes, order/purchase items for department(s), as requested and authorized.

Receive and screen incoming mail and distribute to designated or appropriate personnel.

Participate in special projects or assignments and perform related support functions, as designated.

Provide specialized assistance as directed to assigned student assistants, or other staff.

## Required Knowledge Skill and Abilities

**Knowledge of:** Principals and practices of current office practices and equipment, including operation of computer equipment and electronic or radio communication devices; principals and practices of record keeping, data collection, report writing, and business letter writing; basic accounting and bookkeeping procedures; computer applications including word processing, spreadsheet, data base application, digital media, graphics, E-mail, internet use, and other applicable programs; file management and retention practices, including alphabetical, numerical and subject matter filing systems; basic English usage, spelling, vocabulary, grammar and punctuation; techniques used in public relations and working with diverse population groups; Chico Unified School District policies and procedures related to scope of responsibility.

**Skill/Ability to:** Learn, interpret and apply the policies, procedures, laws and regulations pertaining to assigned programs and functions; perform responsible and skilled clerical work involving the use of independent judgment and personal initiative; understand the organization and operation of the District as necessary to assume assigned responsibilities; operate office equipment, including computerized equipment, and other telecommunication devices/equipment; learn, adapt and use a variety of software and applications to type or operate a keyboard/mouse at a level proficient for successful job performance; create documents, databases, spreadsheets, and reports; collect and tabulate information and data; prepare and maintain accurate and complete records; independently compose correspondence and memoranda; prepare clear and concise reports; work effectively and efficiently under pressure with constant interruptions; plan and organize work to meet schedules and deadlines; work independently in the absence of supervision; exercise good judgment, flexibility, creativity and sensitivity in response to changing situations and needs; communicate clearly and concisely, both orally and in writing; interact effectively and sensitively with individuals from diverse backgrounds; respond to requests and inquiries for information regarding district policies and procedures; establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work; adhere to all required District policies and procedures pertinent to scope of responsibility.

## Physical Demands:

**Definitions for rating Physical Demands (Per U.S. Department of Labor Definition) used:**

Rating	Rarely - < 1%	Infrequently 2-5%	Occasionally 6-33%	Frequently 34-66%	Constantly 67% +
Sedentary			0 – 10 lbs.		
Light			11 – 20 lbs.	0 – 10 lbs.	
Medium			21 – 50 lbs.	11 – 25 lbs.	1 – 10 lbs.
Heavy			51 – 100 lbs.	26 – 50 lbs.	11 – 20 lbs.
Very Heavy			100 + lbs.	50 + lbs.	20 + lbs.

**STANDING:** *Remaining on one's feet in an upright position at a workstation without moving about.*

**Infrequently to Occasionally.** Standing occurs while speaking with or assisting individuals within administrative offices. Standing will occur intermittently throughout the work day when using office machines, storing supplies, obtaining or filing records, or other routine job functions. Standing occurs on level interior flooring, and as necessary on cement walkways, asphalt, and general exterior areas of the facility.

**WALKING:** *Moving about on foot.*

**Infrequently to Occasionally.** Walking short distances within the assigned or adjacent administrative offices occurs routinely but intermittently 10 to 25 feet to access various areas while performing job functions. On occasion, walking between buildings/offices require walking up to several hundred feet. Walking will occur on level interior surfaces and exterior surfaces.

**SITTING:** *Remaining in the normal seated position.*

**Up to Constantly.** Sitting in an office task chair occurs routinely and may occur for prolonged periods when performing in-office functions; working on reports, using computer or answering/speaking on the telephone. Most job functions are performed seated with intermittent walking/standing.

**LIFTING:** *Raising or lowering an object from one level to another (including upward pulling).*

	Never	Rarely	Infrequently	Occasional	Frequently	Constantly	Height
Under 10 lbs.			<b>X</b>				Floor to Shoulder
10 to 20 lbs.		<b>X</b>					Floor to Mid-Shoulder

Typical items lifted:

Under 10 lbs.: Miscellaneous office supplies and implements, files, manuals, etc.

10 – 20 lbs.: Box of supplies or files.

**CARRYING:** *Transporting an object usually holding it in the hands, arms or shoulders.*

	Never	Rarely	Infrequently	Occasionally	Frequently	Constantly	Distance
Under 10 lbs.			<b>X-----</b>	<b>-----X</b>			Any distance walked
10 to 20 lbs.	<b>X</b>						

See Lifting Section for typical items carried. Carts are available for transporting heavier objects, if necessary.

**PUSHING:** *To exert force on or against an object in order to move it away.* **PULLING:** *To draw towards oneself, in a particular direction or into a particular position.*

**Occasionally up to 10 lbs force.** Pushing or pulling occurs to open/close drawers, doors, and to slide boxes or stacks of files using hands and arms. When necessary, or at discretion, carts used to transport heavier objects require pushing estimated force of 10 lbs. using hands bilaterally on level, smooth surface.

**CLIMBING:** *Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like using hand and feet.*

**Rarely.** Ascending or descending ADA compliant ramps or stairs will occur when it is necessary to access administration offices. Stepping up and down a step stool will occur when accessing upper shelves for stored items or higher cabinets.

**BALANCING:** *Maintaining body equilibrium to prevent falling when walking, standing, crouching or running on narrow, slippery or erratically moving surfaces.*

**Not Required.** However, a good overall sense of balance is required for safety to self or others.

**STOOPING/BENDING:** *Bending body downward and forward by bending spine at the waist, requiring full use of the lower extremities and back muscles.*



**20 Degrees - Occasionally to Frequently** Light bending occurs based on configuration of desk and location of documents/files, etc. The Administrative Specialist will intermittently access objects routinely during the course of work requiring leaning forward when seated or standing. Most light bending is fluid, but may be sustained for several minutes as necessary.



**45 Degrees - Rarely to Infrequently.** Moderate bending occurs to access supplies or items stored at lower level cabinets or drawers, and may be performed standing or seated.



**90 Degrees- Not Required.** However, full bending may occur incidentally to pick up a dropped item.

**TWISTING/TURNING:** *Rotating the torso. This includes turning of upper and lower back, and hips.*

**Upper torso: Not Required.**

**Lower Body: Not Required.**

**KNEELING:** *Bending legs at knees to come to rest on knee or knees.*

**Not Required.**

**CROUCHING/SQUATTING:** *Bending body downward and forward by bending legs and spine.*

**Not Required**

**CRAWLING:** *Moving about on hands and knees or hands and feet.*

**Not Required.**

**NECK POSITIONS:**

**Extension: 0- 60 degrees: Rarely to Infrequently, depending on office layout.** Glancing upward to observe immediate surroundings will occur intermittently as brief glance, or when speaking with a standing person from a seated position.

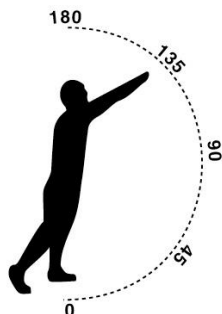
**Flexion: 0- 60 degrees: Occasionally to Frequently.** Looking downward occurs routinely to observe immediate surroundings and desk top or counter top items. Form/documents, files, etc. will be viewed on a desk or counter or lower shelf/cabinet and looking downward will occur as a brief or sustained position, and may be prolonged at 45 to 60 degrees.

**Left/Right Lateral Rotation: 0 - 45 degrees: Occasionally.** Glancing left or right occurs to view immediate areas of the office, and to greet and assist persons entering or exiting the office. Lateral rotation will occur to the left or right, but most often to the left based on office layout and will occur often and be may be sustained for several minutes.

**Left/Right Lateral Flexion: 0 – 45 degrees: Infrequently to Occasionally.** The Administrative Specialist will perform multiple tasks routinely, and may be required to tilt head slightly in order to cradle a telephone handset while checking information; to obtain a better view, or to view behind an obstacle or when assisting another. Such occurrences are usually brief and but may be sustained for several minutes.

**REACHING:** *Extended hand(s) and arm (s) in any direction.*

**Forward Reaching:** Forward reaching is required to perform essential functions to the capacity indicated below.



**135 to 180 Degrees - Rarely.**  
**90 to 135 Degrees - Infrequently.**  
**45 to 90 Degrees - Infrequently to Occasionally.**  
**Below 45 Degrees - Rarely to Infrequently.**

**Abduction (side reaching): Not Required.**

**Horizontal Abduction (0-90 degrees)/Adduction (0-45 degrees): Rarely.** Accessing documents, files, supplies and office implements (telephone, etc.) will occur routinely requiring moving objects away from and across the body. It also occurs to hand similar items or objects to another.

**HANDLING:** *Seizing, holding, grasping, turning, or otherwise working with hand or hands. Fingers are involved only to the extent that they are an extension of the hand, such as to turn a switch.*

**Frequently.** Full hand movement is required to handle a variety of objects, documents, etc. Whole hand unilateral and bilateral actions occur routinely and on occasions as a repetitive action to write, file or compile documents/files, store or retrieve supplies, maneuver or manage objects and similar routine job functions; including, use of a mouse, or other equipment. Hand actions involve three-point, tip pinch, spherical, lateral, power gripping; wrist deviation, extension, flexion, rotation, pronation or supination

**FINGERING:** *Picking, pinching, touching, feeling or otherwise working primarily with fingers rather than with the whole hand or arm as in handling.*

**Frequently.** Fingering occurs to type using a keyboard, or click/scroll using a mouse; to paginate, separate pages, etc. and will occur routinely. In addition, separating packaging on medications or first aid supplies and applying or dispensing requires finger dexterity.

**TALKING:** *Expressing or exchanging ideas by means of the spoken work.*

Speaking clearly and effectively using appropriate wording and language is critical to job performance for understanding of any person contacted and developing and maintaining harmonious relationships. Oral communication occurs to provide and/or coordinate information with district personnel and the general public for in-person contacts, and when using a telephone or other communication device.

**HEARING:** *Perceiving the nature of sounds by ear.*

Normal range hearing to distinguish conversational tones and sounds and to use telecommunication devices is required in order to communicate effectively to coordinate activities, provide assistance, understand directions, questions or concerns of others.

**SEEING:**

Normal, near normal, or corrected to-vision is necessary for visual acuity for near (<20-inches), or far (>20-feet) when assisting others, and performing detailed and accurate clerical job functions. The Administrative Specialist works with various data, spreadsheets, and forms requiring visual acuity, depth perception, and color identification.

**ENVIRONMENTAL CONDITION - EXPOSURE TO: (Checked items apply)**

- ☒ Weather - **95% inside / 5% outside**
- ☐ Extreme Cold (non-weather related)
- ☐ Extreme Heat (non-weather related)
- ☐ Wet and/or Humid (non-weather related)
- ☒ Noise intensity level - very low to low.
- ☐ Vibration (equipment/machinery)
- ☒ Atmospheric Conditions - Odors, ambient conditions.
- ☐ Electrical Shock/ Toxic or Caustic Chemicals
- ☐ Work in High Exposed Places
- ☒ Other Environmental Conditions - Musty older records may be encountered.

**PSYCHOLOGICAL FACTORS:**

1. **ABILITY TO COMPREHEND AND FOLLOW INSTRUCTIONS:** *The ability to maintain attention and concentration for necessary periods. The ability to understand written and oral instructions, and the ability to do work requiring set limits, tolerances, or standards.*

100% of job functions are dependent upon clear understanding of methods and procedures and the exact nature of the work assignment though oral or written instructions/information. Periods of concentration are required to complete tasks in a timely and accurate manner and to achieve proper and complete records in accordance with set requirements, and/or standards due to the purpose and function of the position.

2. **ABILITY TO PERFORM SIMPLE AND REPETITIVE TASKS:** *The ability to ask simple questions or request assistance; the ability to perform activities of a routine nature; and the ability to remember locations and work procedures. The ability to obtain information and answer questions regarding company procedures, or standards for immediate staff is required.*

Approximately 60% of tasks involve routine and regularly scheduled or daily simple tasks that are performed over the course of the work day, or are repetitive in nature. These include routine documentation/record keeping, responding to telephone calls or email, providing general information, and similar job functions. Familiarization

with school sites/facilities, locations, names of department personnel or out of district resources, and daily work assignments become routine and repetitive. The Administrative Specialist must remember locations within the district, responsible parties or site personnel with whom regular contact is made, as well as remembering and applying of routine work procedures. General information will be provided to staff and supervisor(s) regarding assigned department or district procedures or policies and will involve asking/answering questions or requesting assistance.

3. **THE ABILITY TO MAINTAIN A WORK PACE APPROPRIATE TO A GIVEN WORKLOAD:** *The ability to perform activities within a schedule, maintain regular attendance and be punctual; and the ability to complete a normal workday and/or work week and perform a consistent pace.*

100% of job functions involve timelines to complete tasks and the adherence to a designated schedule.

The Administrative Specialist is assigned to serve as specialize clerical/administrative support to one or more distinct administrators handling different functions. The Administrative Specialist will act as a the point of contact for the daily function of one or more district departments making regular attendance and punctuality is critical to the smooth operation of district programs. Many assignments or projects are time-oriented, or have deadlines, and interruptions are frequent. The Administrative Specialist must be able to quickly change and resume tasks, or multi-task requiring a degree of mental stamina.

4. **ABILITY TO PERFORM COMPLEX AND VARIED TASKS:** *The ability to synthesize, coordinate, and analyze data; and the ability to perform jobs requiring precise attainment of set limits, tolerances and standards.*

Approximately to 40% of job tasks involve performing complex and varied tasks. The ability to prioritize coordinate information from multiple sources and synthesize with various District policies or administration directives occurs on routinely, requiring an attainment of precise results, and is critical to job performance and smooth operation of administrative department functions. Organizing and coordinating information and using initiative and creativity to achieve a desired result; such as a document/report, event, or situation occurs routinely. Analytical ability is required to understand and apply policies or other data, as well as to discern how a particular situation must handled or escalated. Administrative Specialists are subject matter specialists working in areas of workers' compensation, special education, health services, information technology, or other educational program services. As such, duties will involve varied and complex tasks related to area of assignment.

5. **ABILITY TO RELATE TO OTHER PEOPLE BEYOND GIVING AND RECEIVING INSTRUCTIONS:** *The ability to get along with coworkers or peers; the ability to perform work activities requiring negotiation with, explaining, or persuading; and the ability to respond appropriately to evaluation or criticism.*

35 to 40% of job functions involve the ability to relate to teachers/staff, parents/guardians, other district or resource personnel, and the general public to assist and provide information and coordinate activities. The Administrative Specialist is a primary point of contact assigned district-level department(s). The ability to emphasize, understand, and explain or persuade occurs. In addition, explaining complex or detailed district requirements involves understanding and relating to various circumstances, obstacles, cultural, and socio-economic concerns to achieve compliance. Perceived negativity, criticism or resistance must be resolved or handled appropriately. The Administrative Specialist must possess the ability to establish, foster and maintain effective working relationships by understanding and responding appropriately to others.

6. **ABILITY TO INFLUENCE PEOPLE:** *The ability to convince or direct other; the ability to understand the meaning of words and to use them appropriately and effectively; and the ability to interact appropriately with people.*

15 to 40% of job functions involve directing, or influencing others, by providing clear and concise information. In all cases, where interaction with others is required or necessary, proper language and word usage is important, and especially when dealing with the general public. In all contacts with others, both orally in-person or utilizing

any written or communication media the ability to use words effectively and appropriately interact appropriately with people is required.

7. **ABILITY TO MAKE GENERALIZATIONS, EVALUATIONS, OR DECISIONS WITHOUT IMMEDIATE SUPERVISION:** *The ability to recognize potential hazards and follow appropriate precautions; the ability to understand and remember detailed instructions; the ability to make independent decisions or judgments based on appropriate information; and the ability to set realistic goals or make plans independent of others.*

Up to 100% of job functions involve making generalizations, evaluations or decisions without immediate supervision. Based on the autonomy granted by supervisor(s), the Administrative Specialist will adhere to specific standards or requirements and make good judgments within scope of responsibility in the absence of the administrator or administrators of the assigned department. This involves discretion when dealing with confidential or sensitive information, and disclosure/nondisclosure requirements followed. In general, the Administrative Specialist will coordinate calendars and appointments, supplies, and provide assistance to others on behalf of the department(s), and attain strict standards. This applies to report writing, record keeping and other routine and complex functions. The Administrative Specialist will escalate all issues outside of scope of responsibility, and/or problems or situations which are harmful or hazardous.

8. **ABILITY TO ACCEPT AND CARRY OUT RESPONSIBILITY FOR DIRECTION, CONTROL, AND PLANNING:** *The ability to set realistic goals or make plans independently of others; the ability to negotiate with, instruct or supervise people; and the ability to respond appropriately to changes in the work conditions.*

The Administrative Specialist must adapt to changes in work conditions routinely, and accepts responsibility for scheduling and prioritizing own work load and all information disseminated as directed. The Administrative Specialist may provide functional and technical direction to staff and student assistants as assigned.