State College of Florida, Manatee-Sarasota
Job Description

Job Title: Staff Assistant II

Reports to: Various
FLSA Status: Non-Exempt
Level: 113
Position Class: C9915

Job Summary:
Provides intermediate level clerical support for non-academic departments. Schedules appointments, gives information to callers, performs basic computer operations, and otherwise relieves officials of clerical work and minor administrative and business detail by performing the following duties:

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Prepares and sends outgoing mail, including e-mail and faxes.
2. Opens and distributes incoming mail.
3. Prepares routine correspondence.
4. Organizes and maintains electronic and hard copy file system (some of which may be confidential), and files correspondence and other records.
5. May input and maintain information in College database.
6. Answers telephone calls and arranges conference calls.
7. Assists with scheduling tasks and makes appointments.
8. Greets scheduled visitors and directs to appropriate area or person.
9. May arrange and coordinate travel schedules and reservations.
10. Conducts research and compiles and types reports specific to department.
11. Coordinates and arranges meetings, prepares agendas, reserves and prepares facilities, and records and transcribes minutes of meetings.

12. Orders and maintains supplies and equipment and/or maintains inventory records.

13. Performs other relevant clerical tasks to meet department specific requirements.

**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  High school diploma or general education degree (GED); and three years’ related experience and/or training.

- **Supervisory Experience:**
  The job requires no supervisory experience.

- **Language Ability:**
  Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

- **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- **Computer Skills:**
  To perform this job successfully, an individual should have intermediate knowledge of word processing, Internet, email and database software. May require knowledge of spreadsheet software. Proficiency in use of current college database and e-mail software is essential.

- **Certificates and Licenses:**
  No certifications needed.

**Responsibility for People and Property:**
This job has no responsibility for people or property.

**Responsibility for Communication:**
- **Internal Contacts:**
  This position has routine contact with all levels of College faculty, staff, and students.
External Contacts:
This position has routine contact with accrediting agencies, faculty applicants, vendors, and/or the general public, depending on employing unit.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:
The physical demands described here 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 functions.

While performing the duties of this job, the employee is regularly required to sit, use manual dexterity, reach with hands and arms, and talk or hear. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color and ability to adjust focus.

General Performance Standards and Expectations:
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. Mission and Goals: Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. Customer Service: All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.
7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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<tr>
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