Job Description

Position:	Administrative Support Specialist II	Department:	Administration
Reports to:	Director of Finance & Administration	Revised:	April 2022

DEFINITION:
Under general supervision, plan, coordinate, and participate in a variety of complex and responsible administrative support activities related to the responsibilities of the Administration Department. Perform complex and varied administrative support duties such as typing, filing, creating reports, creating and maintaining records; is responsible for front desk duties. Our ideal candidate will be friendly, professional, and organized.

DISTINGUISHING CHARACTERISTICS:
Administrative Support Specialist II is the intermediate level classification among this administrative support series. Receiving general supervision, the incumbent reports to the Director of Finance & Administration, relieving them of a variety of clerical and routine administrative functions, and is distinguished from Administrative Assistant I by the increased level of independence and initiative expected, the increased knowledge of ReGen services, and the complexity of problem-solving needed. The incumbents in this classification provide highly competent clerical and administrative support to assigned administrator and Administration Office and perform some assignments independently. The incumbent also may perform any of the duties contained in lower levels of this classification.

ESSENTIAL FUNCTIONS:
The following duties are typical of this classification and are intended only to describe the various types of work that may be performed, the level of technical complexity of the assignment(s) and are not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification or is similar or closely related to another duty statement to address business needs and changing business practices.

- Answers phones and routes calls, greets and directs visitors. Considers and analyzes situations carefully and correctly and adopts an effective course of action; uses diplomacy, tact, friendliness, and poise.
- Provides clerical and administrative support to the Director of Administration; researches information and prepares documents as directed or as appropriate for assignment.
- Serves as back-up to the Executive Assistant/Clerk of the Board in her absence.
- Processes outgoing mail, sorts and distributes incoming mail and packages, retrieves and delivers mail to/from post office as needed. Incumbent must possess a current California Driver's License issued by the State Department of Motor Vehicles, including on-going insurability to drive ReGen vehicles.
- Coordinate meetings as requested, including scheduling, sending reminders and organizing catering when necessary and ensures meeting rooms are set up accordingly.
- Maintains a variety of office files and records, phone contacts list, updates and maintains computerized records and generates reports.
- Operates a variety of office equipment including computers and copiers.
- Assists with maintaining Administration Office tidy and stocks supplies.
- Adhere to an assigned work schedule and meet ReGen attendance standards.
- Coordinates the repair and maintenance of the ReGen office equipment.
- Responsible for ordering and stocking office supplies, equipment, and furnishings.
- Coordinates IT, phone system, office equipment and janitorial service requests.
- All ReGen positions require the employee to provide good customer service to both internal and external customers, maintain positive and effective working relationships with other ReGen employees. Must show cooperation and respect to fellow employees and supervisors at all times.

MINIMUM QUALIFICATIONS AND RESPONSIBILITIES:

Knowledge of:

- Modern office methods, practices, and procedures.
- Effective customer service techniques.
- Maintenance of files and information retrieval systems.
- Proper English usage, spelling, grammar, and punctuation.
- Microsoft Office Suite (intermediate to advance level)
- Modern office methods, procedures, and equipment.

Ability to:

- Effectively manage a multi-line phone system.
- Perform a variety of specialized office assistance assignments with minimal guidance and supervision.
- Assist with the preparation of various reports; gather and organize data and information.
- Follow oral and written directions.
- Establish and maintain cooperative working relationships.
- Apply sound judgement in a variety of circumstances with or without specific instructions.
- Adhere to an assigned work schedule and meet ReGen attendance standards.
- Develop, implement, and evaluate office procedures.
- Gather, organize, evaluate, and analyze a variety of information.
- Communicate clearly and concisely, both orally and in writing.

TRAINING, EDUCATION AND EXPERIENCE:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Three (3) years of administrative, secretarial or general office support work experience. Experience with modern office procedures, office equipment and computer software, such as Microsoft Office Suite and customer service experience. Ability to communicate, both orally and in writing in Spanish is also desirable. High School Diploma required.

SPECIAL REQUIREMENTS:

Possession of a current California Driver's License issued by the State Department of Motor Vehicles, including on- going insurability to drive ReGen vehicles, are conditions of employment.

PHYSICAL AND SENSORY REQUIREMENTS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

Employees are required to sit for extended periods of time during meetings, occasionally up to 2+ hours at a time; type, keyboard (60 WPM) or write for up to 2 hours at a time; regularly stand and walk, occasionally stoop, bend to pick up objects, reach with hands and arms, lift and move objects weighing up to 25 pounds without assistance and life and move heavier objects with assistance; normal manual dexterity and eye-hand coordination to operate standard office equipment; talk or hear in person, in meetings and by telephone; specific vision abilities required by this job include close vision and the ability to adjust focus.

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Employees are regularly required to use written and oral communication skills; read and interpret complex data, information, and documents; analyze and solve complex policy and operational problems; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines, respectfully interact with people at all levels and all walks of life.

Work Environment

Most work is performed in an office environment. Work may be performed in both indoor and outdoor environments; occasionally will be exposed to varying temperatures; occasional exposure to dirt, dust, fumes, noise, garbage, foul odors; potential exposure to hazardous materials and chemicals, often works during non-office hours; constant contact with staff and the public.

ACKNOWLEDGEMENT

I verify that I have received a copy of the job description and I understand the requirements of this position.

Employee Name (Print) **Date**

Employee Signature