



**YOUNGSTOWN  
STATE  
UNIVERSITY**

**CLASSIFICATION SERIES:**

Academic/Business Support Occupation

**BARGAINING UNIT:**

Excluded

**Academic/Business Operations Specialist 4**

**SERIES PURPOSE:** The purpose of the Academic/Business Support occupation is to perform a variety of clerical, procedural, and administrative tasks as the principal clerical and administrative support position for a supervisor and/or an office staff. Plans, directs and/or coordinates fiscal and/or support services for an assigned area. This occupation series contains two tracks; the Academic Operations track and the Business Operations track.

**CLASS CONCEPT:** The class works under general direction with a low level of intervention on the part of the supervisor and requires expert knowledge of bookkeeping/accounting, business, public administration, and/or administrative policies and procedures, and/or clerical functions and office and/or program policies and procedures; also requires considerable knowledge of supervisory principles and/or techniques in order to effectively supervise lower-level personnel engaged in these same functions. Performs routine and non-routine administrative tasks; independently provides explanation, orally and/or in writing, of services or activities of assigned area, including formulating interpretation of policies and procedures as they would apply in each situation. Makes recommendations regarding program activities and assists in developing new procedures related to established program policy.

Incumbents autonomously facilitate administration and office automation, perform a variety of business and/or fiscal functions for the assigned area as well as supervise lower-level personnel engaged in these same functions, autonomously perform non-routine administrative tasks, and/or relieve the supervisor of routine and/or administrative duties, and/or provide general secretarial assistance through routine administrative tasks, and/or provide secretarial assistance requiring training in technical terminology, and/or supervise student office support staff. Non-routine administrative tasks include, but are not limited to, independently formulating decisions and/or judgements involving non-legal interpretation of policies and procedures as they would apply to any given situation to resolve problems, prepare correspondence and/or reports, or to carry out other assignments. Typically reports to academic and/or non-academic administrative officer level leadership positions.

**JOB DUTIES:** Incumbents may perform some or all of these duties or other job-related duties as assigned.

Supervises lower-level personnel engaged in fiscal and/or support services functions; verifies and approves timesheets, performs evaluations.

Coordinates various business projects and strategic planning initiatives; creates project planning and tracking; establishes metrics and monitors progress.

Coordinates and/or performs a variety of fiscal and/or business activities and support functions; assists in overall management of business office or plans; maintains ledgers; clarifies and handles billing and/or payment discrepancies; coordinates collections processes and procedures; maintains cash operations.

Develops or participates in establishing and reviewing policies and procedures; evaluates and improves upon existing operations, systems, services, and/or procedures; develops and proposes updates. Prepares statistical reports, charts, and presentations; interacts with stakeholders to determine needed improvements and resolutions; makes change management recommendations.

Ensures operational issues are identified, tracked, reported, and resolved in a timely manner; serves as a liaison to business units and customers to communicate current business functions and implementation of new business processes and procedures.

Assists in operational planning; represents unit or division on inter-divisional task forces or committees.

Makes independent decisions regarding scheduling, distribution of calls, and/or emails. Creates and implements schedules, agendas, and/or itineraries.

Autonomously performs non-routine administrative tasks including, but not limited to, independently formulating decisions and/or judgements involving non-legal interpretation of policies and procedures as they would apply to any given situation to resolve problems, prepare correspondence and/or reports, or to carry out other assignments; screens problems and obtains files and records to support same for referral and resolves, including those which involve interpretation or judgment of applicable policies and procedures.

Further facilitates business functions of administrator's office; plays a key role in office automation by performing business functions at the request of, or in the absence of, the supervisor's direct and/or indirect behest; duties may include, but are not limited to: responds to correspondence; researches and prepares data for budget inclusion; assists in writing budget justification; monitors spending and maintains fiscal records; monitors budgets and independently makes transfers as needed; reviews and summarizes fiscal, operational and/or personnel reports; performs personnel functions such as screening job applicants and/or participating in interviews; communicates decisions, directives and/or assignments; participates on committees; organizes conferences.

Acts as a lead worker for lower-level personnel.

Screens files and records for problems; researches and resolves problems, including those involving interpretation or judgment of applicability of policies and procedures.

Performs support functions particular to the academic and/or business unit; processes various types of academic overrides with or without direction; processes and compiles new hire paperwork and/or information for employee records for the part-time faculty and other employment groups as needed.

Relieves supervisor of routine administrative duties; makes recommendations regarding program activities; researches and analyzes materials, information, and programs; provides technical information and advice to administrators to aid in decision making; assists in developing new procedures related to established program policy; serves as liaison between administrator and subordinates; transmits decisions and directives; represents administrator at meetings and conferences.

Manages business functions of administrator's office; prepares and monitors budgets, transfers funds with or without direction; processes bills/invoices for payment; purchases supplies and equipment and reconciles same within procurement systems; keeps fiscal and personnel records.

Performs public relations duties; researches and responds to inquiries and complaints; furnishes information and explains programs to public; works on special events, assignments, and projects as directed; prepares reports, publications, memos, and presentations for dissemination outside work unit.

Provides secretarial assistance through routine administrative tasks, independently provides explanation, orally and/or in writing of services or activities of assigned area, including formulating interpretation of policies and procedures as they would apply in given situation. Duties include but are not limited to: prepares drafts and signs simple correspondence; researches responses to inquiries; compiles data; prepares reports; gathers statistics and compiles in report form; performs research and writes reports to present straightforward information; sets up office procedures; coordinates daily work flow of office; revises content of manuals and notebooks; requisitions equipment and supplies.

Supervises student office support staff throughout the employment cycle; coordinates work activities and routinely participates in training and evaluation.

Produces typed copy, to include formatting or assisting in formatting, from standard or confidential written, dictated, or oral instructions; proofreads work; prepares correspondence and/or reports.

Performs other clerical duties, which may include but are not limited to the following: maintains files and retrieves information; receives, opens, logs, and distributes incoming mail; answers phone and screens calls; greets and directs visitors; maintains inventory of general office supplies and places orders as necessary; prepares materials for mailing; prepares payroll, reports, and/or timesheets; makes appointments, maintains calendar and schedules meetings; makes travel arrangements for supervisor and department staff and reconciles same within procurement systems; takes and transcribes dictation and/or minutes of meetings; prepares routine forms; prepares records retention and disposal certificates for approval; arranges for records transfers.

Performs other related duties as assigned.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of: business management; bookkeeping and/or accounting; supervisory principles and/or techniques; budgeting procedures; public relations; office management; administrative practices and procedures; general office practices and procedures; English grammar and composition; arithmetic that includes addition, subtraction, multiplication and division; unit-specific office practices and procedures\*; records management; business communications.

Skill in: operation of personal computer, office equipment, and software applications.

Ability to: handle a variety of fiscal and support services responsibilities and determine specific course of action; gather, collate, and classify information according to established methods; collaborate on projects; prepare and deliver presentations; write directives, memos and other publications; define problems, collect data, establish facts, and draw valid conclusions; handle sensitive contacts with public and other work units; deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; interpret instructions in written or oral form; write routine business letters following standard procedures; complete routine forms or records; make appointments; arrange items in numerical or alphabetical order; assess questions and provide appropriate information or referral.

(\*)Developed after employment.

**MINIMUM QUALIFICATIONS:** At least an associate degree in business administration, management science, public administration, or a related field and three years of experience in business operations and/or the administrative professional field to include supervisory responsibilities, office management, public relations, and/or budgeting; or a high school diploma or GED and at least five years of experience in business operations and/or the administrative professional field to include supervisory responsibilities, office management, public relations, budgeting, and/or supervisory principles and/or techniques. Strong typing and computer skills; knowledge of Microsoft Office programs and database capabilities. Good communication skills, organizational skills, and attention to detail.

**REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES:** Not applicable

**PHYSICAL REQUIREMENTS:** In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform sedentary work.

**SEDENTARY:** work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs may be defined as Sedentary when walking and standing are required only occasionally and all other Sedentary criteria are met.

**UNUSUAL WORKING CONDITIONS:** Not applicable