



**YOUNGSTOWN
STATE
UNIVERSITY**

CLASSIFICATION SERIES:

Academic/Business Support Occupation

CLASSIFICATION CODE/PAY GRADE:

13220/10

BARGAINING UNIT:

ACE

Administrative Operations Specialist

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 direct supervision and requires basic knowledge of clerical functions and office procedures. Performs routine administrative tasks; independently provides explanation, orally and/or in writing, of services or activities of assigned area, but does not include formulating interpretation of policies and procedures as they would apply in each situation.

Incumbents at the Administrative Operations Specialist level 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. Typically reports to academic and/or non-academic departmental leadership positions.

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

Provides secretarial assistance through routine administrative tasks, independently provides explanation, orally and/or in writing of services or activities of assigned area, but does not include 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; screens problems and obtains files and records to support same for referral and resolves only those which do not involve interpretation or judgment of applicability of policies and procedures.

Effective 03/28/2021

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: 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: 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: High school diploma or GED and one year of experience in performing secretarial duties and general office procedures. 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