CLASSIFICATION SERIES:
Administrative Support

CLASSIFICATION CODE:
13221

BARGAINING UNIT:
ACE

Secretary

SERIES PURPOSE:
The purpose of the Administrative 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.

Incumbents at the Secretary 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.

Incumbents at the Administrative Assistant 1 level 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. Typically reports to academic and/or non-academic departmental leader(s).

Incumbents at the Administrative Assistant 2 level autonomously perform non-routine administrative tasks, and/or relieve 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 departmental leader(s).

Incumbents at the Executive Secretary level autonomously facilitate administration and office automation, autonomously perform non-routine administrative tasks, and/or relieve 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 departmental leader(s).
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. Reports to senior leaders.

CLASS CONCEPT:

The class works under general supervision and requires considerable knowledge of clerical functions and office procedures. Provides secretarial assistance through routine administrative tasks, independently providing 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, and/or to provide secretarial assistance in a technical environment by performing routine administrative tasks, and/or to supervise student and non-regular office support staff.

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.

Supervises student office support staff throughout the employment cycle; coordinates work activities and participates in training and evaluation on a daily basis.

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.

Effective 01/05/2020
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 a minimum of one (1) 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