



Job Title	Administrative Assistant I, II, III	Job Code	AS0214, AS0216, AS0218
Pay Plan	USPS	Pay Grade	14, 15, 16
Union	AFSCME	FLSA Status	Non-Exempt
Job Family	Administrative Management and Services	Union Code	22
		Subfamily	Administrative Support

Job Family & Subfamily Summary

Administrative Management and Services Professionals provide administrative support and assistance to one or many departments, administrative areas or executives.

Administrative Support Professionals perform administrative and clerical functions for various units. Duties include answering phones, greeting/referring/assisting visitors, customers, staff, or others, preparing documents and reports, compiling records, scheduling meetings, organizing and maintaining information, coordinating calendars, and providing high-level administrative assistance to executives.

Job Summary

Provides administrative support within academic or administrative offices. Receives, screens, and directs incoming calls, visitors, mail, and e-mail. Prepares and maintains files and records according to established guidelines. Uses business software applications to prepare correspondence. May arrange meetings, coordinate travel, and track expenses and other budgetary transactions.

Representative Duties

• **External and Internal Relations**

- Greets visitors and directs visitors to proper meeting locations and appointments
- Handles inbound calls and directs callers to proper individuals
- Responds to inquiries regarding schedules/agendas, room and/or meeting coordination
- Directs requests and inquiries to appropriate individuals as needed
- Maintains relationships with external constituents (i.e., interviewees, vendors)
- Contributes to planning of conferences and/or meetings
- Assists in arranging travel plans

• **Office Administration**

- Orders office supplies and maintains inventory
- Ensures office machines (e.g. phones, printers, copiers, and fax) are in working order and may perform routine troubleshooting, as needed
- Provides oversight for general day-to-day office operations
- Coordinates meeting spaces and arrangements
- Ensures administrative and procedural processes are upheld
- Addresses administrative and procedural issues as needed
- Monitors and tracks expense transactions, at times against a stated budget
- Assists with routine human resources activities (i.e., new employee orientation, maintenance of personnel files, updates to Human Resources)

• **Communication Development and Production**

- Prepares correspondence and communication materials
- Oversees production of communication pieces including proofing, print production, and dissemination
- Uses word and data processing software to complete necessary correspondences, database entries, and reports

Education, Experience, Skill Requirements

	Required	Preferred
Education Level	High School Diploma or Equivalent	
Certification(s)		
Licensure(s)		
Work Experience		
See Level Addendum below		
Additional Requirements		

Physical/Environmental Demands

Standard office environment with no unique physical demands

Level Addendum

Career levels exhibited in this role are listed below. The extent of representative duties listed above will vary in accordance with level of scope, autonomy, and experience described below.

Level I – AS0214 (Non-Exempt) PG 14

- 0+ years of relevant experience
- Work is performed under direct supervision within standard guidelines
- Performs general administrative functions of a unit
- Prepares routine documents, spreadsheets, and reports
- May assist with equipment or facility issues
- Problem solving and decision-making outside standard procedures requires involvement of the supervisor

Level II –AS0216 (Non-Exempt), PG 15

- 2+ years of relevant experience
- Performs moderately complex administrative functions of a unit
- Supports human resources or fiscal functions
- Coordinates travel arrangements and/or events and special administrative projects
- May conduct research or analysis and provide recommendation for process improvements

Level III AS0218 (Non-Exempt), PG 16

- 4+ years of relevant experience
- Provides administrative support to a chair, director, or one or more faculty and/or management level staff
- May serve as a lead or supervisor to lower level staff and students

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.