**GENERAL DESCRIPTION**

Provides advanced secretarial, administrative and clerical support to assigned office(s) to ensure effective and efficient daily office operations. May also assist department(s) with the operation of computerized applications.

<table>
<thead>
<tr>
<th>KEY RESPONSIBILITIES</th>
<th>% OF TIME</th>
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</thead>
<tbody>
<tr>
<td>1.* Composes and/or types and distributes accurate correspondence, memorandums, administrative procedures, etc. Compiles and prepares various reports as requested.</td>
<td>20%</td>
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<tr>
<td>2.* Prepares and processes material for and may attend various committee meetings; types minutes from meetings.</td>
<td>15%</td>
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<tr>
<td>3.* Provides assistance to assigned staff member(s) by scheduling appointments and maintaining calendar, and by organizing, coordinating and prioritizing activities</td>
<td>15%</td>
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<tr>
<td>4.* Sets-up and maintains current office files and computer databases, both hardcopy and computer files.</td>
<td>10%</td>
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<tr>
<td>5.* Receives incoming calls and responds to questions or directs calls as appropriate.</td>
<td>10%</td>
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<tr>
<td>6. Opens, distributes and prioritizes mail.</td>
<td>5%</td>
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<tr>
<td>7. Handles travel arrangements as required; processes reimbursements, approved invoices, payroll and various paperwork to ensure timely and efficient flow of paperwork.</td>
<td>5%</td>
</tr>
<tr>
<td>8. Operates various office machines including copier, FAX, computer, etc. Orders and maintains adequate inventory of office supplies; prepares requisitions.</td>
<td>5%</td>
</tr>
<tr>
<td>9. Assists students with problems and/or complaints or refers to appropriate office or personnel.</td>
<td>5%</td>
</tr>
<tr>
<td>10. May assist in the preparation of the annual office budget.</td>
<td>5%</td>
</tr>
<tr>
<td>11. May provide direction or assistance to lower level office clerical staff member(s).</td>
<td>5%</td>
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<tr>
<td>12. Performs other similar and related duties as requested.</td>
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</tbody>
</table>

* Indicates an "essential" job function.
### KEY JOB REQUIREMENTS

<table>
<thead>
<tr>
<th><strong>Education:</strong></th>
<th>Associate’s Degree or Two-year College equivalent required.</th>
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</thead>
<tbody>
<tr>
<td><strong>Experience:</strong></td>
<td>2 to 3 years prior related work experience required.</td>
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<tr>
<td><strong>Planning:</strong></td>
<td>Plans events that are expected to occur from one to four weeks in the future or on a monthly basis. Scope of planning is department or equivalent.</td>
</tr>
<tr>
<td><strong>Impact of Actions:</strong></td>
<td></td>
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<tr>
<td>Operating Budget Responsibilities:</td>
<td>Provides incidental services indirectly related to the use of misuse of expense or revenues.</td>
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<tr>
<td>Grant Fund Responsibilities:</td>
<td>No impact on grant funds.</td>
</tr>
<tr>
<td>Revenue Generating Impact:</td>
<td>No impact on revenues.</td>
</tr>
<tr>
<td><strong>Impact of Decisions:</strong></td>
<td>Moderate responsibility for making recommendations or decisions, which typically affect department, but may at times affect the operation, services, individuals, or activities of others outside department.</td>
</tr>
<tr>
<td><strong>Complexity:</strong></td>
<td>Work is complex and varied and requires the selection and application of technical and detailed guidelines.</td>
</tr>
<tr>
<td><strong>Decision Making:</strong></td>
<td>Ongoing supervision is provided on an “as needed” basis. Some independent judgment is necessary to select and apply the most appropriate of available procedures.</td>
</tr>
<tr>
<td><strong>Problem Solving:</strong></td>
<td>Problems generally involve the selection of standard procedures, organizing work, and checking results. Answers are usually found by selecting from specific choices defined in standard work policies or procedures.</td>
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<tr>
<td><strong>Communications with Others:</strong></td>
<td>Requires regular contacts to carry out programs and to explain non-specialized matter, or occasional contacts with officials at higher levels on matters requiring cooperation, explanation, and persuasion. Requires regular contact with outside agencies.</td>
</tr>
<tr>
<td><strong>Supervision of Others:</strong></td>
<td>Has responsibility or authority, which is limited to the direction of student or temporary workers. Nature of work supervised is limited to highly standardized routine administrative duties.</td>
</tr>
<tr>
<td><strong>Job-Related Knowledge:</strong></td>
<td>Requires extensive knowledge of a distinct trade or technical function. Knows policies and procedures, and can recommend a course of action based upon guidelines, modifying existing methods, procedures or forms as necessary. May work with software applications and data retrieval.</td>
</tr>
<tr>
<td><strong>Innovation/ Creativity:</strong></td>
<td>Work requires improving methods or procedures affecting delivery of service to selected customers or students or the completion of small projects.</td>
</tr>
<tr>
<td><strong>Working Conditions/ Physical Effort:</strong></td>
<td>Work requires only minor physical exertion and/or physical strain. Work environment involves only infrequent exposure to disagreeable elements.</td>
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