Administrative Services Assistant

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<th>Sub Family: Generalist</th>
<th>Career Track and Level: TAS 1</th>
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Job Family

**Administrative Services:** Provides coordination and management of business policies and programs in order to effectively manage University resources (employees, finances, systems, and facilities). Administrative services includes activities in finance and human resources and may also include IT, facilities, or student services.

Sub Family

**Generalist:** Supports the general administrative functions of a wide variety of academic or administrative units including answering phones, greeting/referring/assisting visitors, customers, staff, or others, preparing documents and reports, compiling records, scheduling meetings, organizing and maintaining information, coordinating calendars, analyzing data including budgetary expenditures, and providing high level administrative assistance to executives.

Job Responsibilities

- May supervise or oversee the work of student employees.
- Provides customer service to internal and external customers. Responds to routine inquiries, directing more complex inquiries to appropriate individuals.
- Takes messages, greets, and directs others to appropriate person(s) for assistance.
- Schedules meetings, events, and classrooms. Assists with routine travel arrangements and special events.
- Prepares routine typing or data entry.
- Updates and processes routine documents.
- Sorts, distributes, and circulates mail.
- Orders routine supplies. Maintains department files and databases.
- Provides routine posting of financial records, including payroll.

Role

- Reflects most common entry point for this career track.
- Performs a relatively small number of tasks/duties by selecting correct processes from clearly prescribed rules and specific instructions.
- May supervise or oversee the work of student employees.

Impact and Complexity
Performs job responsibilities following a defined standard output or set of procedures. May schedule and/or check the work of students. Work is closely supervised with limited opportunity for independent action or decision making. Exercises some judgment in planning and organizing own work but must adhere to specific time, process, and results standards. Work consists of tasks that are routine, or well-defined, with specific instructions to achieve standards.

Requirements

Knowledge of basic or commonly used procedures and/or equipment typically obtained by a high school degree or GED or equivalent and no minimum general work experience. An equivalent combination of education, training, and experience is acceptable. Specific knowledge, certifications, and licensure will apply at the position level.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.