

**Ohio University – Compensation 2014**  
**Job Family: Administrative Services | Career Track: Technical & Administrative Support**

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. LEVEL PROGRESSION ASSUMES INCLUSION OF RESPONSIBILITIES AT LOWER LEVELS.

	Technical & Administrative Support I	Technical & Administrative Support II	Technical & Administrative Support III	Technical & Administrative Support IV
<b>Accountability</b>	<p><b>PEOPLE</b> May supervise or oversee the work of student employees.</p> <p>Provides customer service to internal and external customers. Responds to routine inquiries, directing more complex inquiries to appropriate individuals.</p> <p><b>OPERATIONS</b> Takes messages, greets, and directs others to appropriate person(s) for assistance.</p> <p>Schedules meetings, events, and classrooms. Assists with routine travel arrangements and special events.</p> <p>Prepares routine typing or data entry.</p> <p>Updates and processes routine documents.</p> <p>Sorts, distributes, and circulates mail.</p> <p>Orders routine supplies. Maintains department files and databases.</p> <p><b>BUDGET</b> Provides routine posting of financial records, including payroll.</p>	<p><b>PEOPLE</b> May supervise or oversee the work of student employees.</p> <p>Represents an office as administrative liaison. Responds to non-routine inquiries requiring technical and/or University or unit knowledge.</p> <p><b>OPERATIONS</b> Utilizes department and/or University policies, practices, and procedures to answer questions and resolve problems and issues.</p> <p>Coordinates special events that require judgment in determining and prioritizing activities to meet desired results.</p> <p>Coordinates complex appointments, meetings, and travel itineraries. Triage scheduling issues.</p> <p>Edits documents and presentations. Composes basic correspondence. Types and coordinates class materials.</p> <p>Performs a variety of administrative duties regarding academic class scheduling and/or student academic records and/or reports. Duties may include activities such as updating student records, registering students in courses, entering courses into PeopleSoft and assigning classrooms.</p> <p>Coordinates mass mailing and/or email distribution.</p> <p>Creates and oversees departmental files, databases, and reports.</p> <p>Maintains office and/or laboratory supplies and inventory.</p> <p>Maintains website.</p> <p><b>BUDGET</b> Sets up accounts, tracks budgets, reconciles accounting statements, and follows up on discrepancies. Prepares purchasing and accounting forms for approval. Processes expenses.</p>	<p><b>PEOPLE</b> May supervise or oversee the work of Technical &amp; Administrative Support staff and/or student employees.</p> <p>Resolves complex and unique problems that require an ability to interpret established policies and procedures.</p> <p><b>OPERATIONS</b> Oversees department unit administrative processes.</p> <p>Coordinates complex processes and initiatives such as grant proposals, contracts /or complex academic processes such as tenure case approvals, faculty searches, complicated course scheduling or sensitive graduate application processes.</p> <p>Plans and implements projects, special events, and/or programs that require a high level of coordination with multiple constituents and departments.</p> <p>Composes and edits internal and external correspondence and documents, including such things as manuscript submissions for scientific journals.</p> <p>Manages academic courses and textbook information. Plans and maintains website as well as other department publications.</p> <p><b>BUDGET</b> Prepares and monitors internal budget and other financial documents for a departmental work unit. Recommends purchases. Reviews and follows up on discrepancies in standard expenditures.</p>	<p><b>PEOPLE</b> Typically supervises or oversees the work of student employees and other Technical &amp; administrative Support staff.</p> <p>Typically reports to dean or vice president level. Represents executive and department to the public, employees, and students. Establishes priorities for inquiries; brings inquiries to resolution and/or delegates appropriately to ensure proper handling;</p> <p><b>OPERATIONS</b> Oversees planning unit administrative processes and coordinates internal and external communications.</p> <p>Coordinates multifaceted calendar of appointments including the determination of appropriate meeting length, location, and participants.</p> <p>Coordinates or completes special projects. Represents executive in meetings and/or committees. Acts in the absence of administrator to perform high level administrative duties.</p> <p>Researches and analyzes complex problems and provides recommendations for resolution.</p> <p>Develops and monitors protocol for handing and maintaining confidential materials.</p> <p>Supervises employees.</p> <p><b>BUDGET</b> Prepares and monitors budget and other financial documents for a planning unit. Maintains accountability for budget expenditures.</p>

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<b>Requirements</b>	Knowledge of basic or commonly used procedures and/or equipment typically obtained by a high school degree or GED or equivalent and 0 to 2 years of general work experience.	Knowledge of standard administrative procedures and practices, office equipment, and computer software typically obtained by a high school degree or GED or equivalent and 2 to 3 years related experience.	Knowledge of administrative practices, policies, procedures, office equipment, and computer software typically obtained by a high school degree or GED or equivalent and 3 to 5 years related experience.	Knowledge of technical and practical administrative concepts, processes, and methods typically obtained by a high school degree or GED or equivalent and 5 to 7 years administrative support experience.

FINANCIAL