

## OFFICE/ADMINISTRATIVE ASSISTANT JOB FAMILY POSITION LEVEL DESCRIPTIONS

The office/administrative assistant job family includes the position of office assistant and three levels of administrative assistant positions. Each position includes the duties of every preceding position in the job family.

All positions in the office/administrative assistant job family require knowledge of, and ability to use, applicable computer software.

### **Office Assistant /Administrative Assistant 1 (salary grade 3)**

Office assistants/Administrative Assistants 1 perform their duties under direct supervision and within well-established guidelines. The typical duties include data entry, word processing, filing, composing routine correspondence, greeting and helping visitors and directing them to appropriate person if necessary, making copies, answering phones, making appointments, maintaining records, ordering supplies and equipment repairs and handling mail.

In addition the typical duties may include compiling and analyzing information for reports or presentations; preparing charts, graphs, or tables; budget tracking; responding to correspondence; editing and proof reading documents; maintaining financial, personnel, gift and/or student records and databases, and updating them as necessary; preparing work orders, monitoring expenditures and budgets; making travel arrangements, performing administrative services related to faculty and staff searches, student assignments, and conferences and meetings; answering questions about routine policies applicable to the department of office; and overseeing the work performed by student employees.

### **Administrative Assistant 2 (salary grade 4)**

In addition to performing the kind of work performed by an office assistant/administrative assistant 1, an administrative assistant 2:

1. Directs the work performed by one or two other office support staff members or the work performed by student employees on a regular basis;
- or**
2. Not only provides office and related support services for a department, program or administrative unit, but also has primary responsibility for coordinating an important department or unit function;

**or**

3. Frequent utilization of special job related skills or knowledge, e.g., ability to speak a foreign language; or familiarity with state and/or federal rules and compliance requirements as they relate to financial aid, student loans, grant applications.

### **Administrative Assistant 3 (salary grade 5)**

In addition to performing the kind of work performed by an administrative assistant 2, an administrative assistant 3:

1. Provides support to a department chair and several faculty in an academic department and:
  - Performs a variety of advanced administrative duties,
  - Serves as administrative liaison with others outside the department,
  - Performs work of a confidential nature, and
  - Exercises initiative and has an extensive knowledge of college practices and policies;

**or**

2. Regularly performs a significant amount of work that requires a greater degree of expertise than the performance of the regular work of an administrative assistant 1 or 2, e. g., writing publications or brochures rather than simply editing them; creating rather than simply maintaining web sites; and managing or developing rather than simply monitoring budgets;

**or**

3. Plays a major role in coordinating the primary function or activity of an administrative department or unit, or of a special program, and that role requires acting as the department's, unit's or special program's liaison with college administrators, faculty members or external agencies.

### **Unusual combination of factors**

Occasionally an administrative assistant position will be assigned a higher grade based on a combination of factors that include the unusual complexity of the work performed, the highly specialized nature of the skills required, and the unusual degree of independent decision-making. This combination of factors sometimes results from the longevity of the incumbent. Because these factors are present to some degree in all administrative assistant positions, however, assignment of a higher grade based on these factors will be the exception rather than the rule.