

POSITION DESCRIPTION

TITLE: Office Associate I – Student Support Services (One-Year, Contingent)

Collective Bargaining – Ineligible -- Contingent

Contingent positions are not eligible to participate in collective bargaining

JOB SUMMARY:

Performs a variety of routine duties, such as record keeping and administrative detail, and follow-up functions to assist the Director/Department Head and department staff in implementing departmental programs. May act as secretary to an academic division. Must be well organized and possess good secretarial skills. Receives general supervision and exercises considerable discretion and judgement in all work areas. May handle confidential and sensitive issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Responsible for following the policies and procedures as defined in the employee handbook.
- Prepares and types letters, reports, memoranda, test materials, etc., some of which may be of a confidential or sensitive nature.
- Composes letters, reports, and other materials for the signature of the department head.
- Communicates with other staff, faculty, administrators, and the general public in person, by telephone or through written correspondence.
- May assist in preparing and maintaining department budgets.
- Arranges and coordinates conferences and committee meetings as directed.
- Opens, sorts, and routes mail. May sign in behalf of superior, as delegated, his or her name to correspondence, requisitions, vouchers, and other forms of consequence.
- Receives, screens, places, and directs both incoming and outgoing telephone calls.
- Prepares purchase orders, orders supplies and equipment, and maintains office inventory.
- May attend meetings and take minutes when requested.
- Maintains appointment calendar and makes travel arrangements as necessary.

Addendum:

This position reports to the Associate Dean for Retention and Student Success. Works in tandem with or in the absence of the departmental Office Associate II on the following tasks:

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Page 2

- Answers office phone and email communications; answers inquiries from staff/faculty, and students; directs callers/visitors to appropriate resources;
- Acts as office receptionist greeting and directing visitors.
- Schedules and coordinates meetings for department staff.
- Coordinates and prepares for meetings by assisting with room reservations, and arranges for catering and necessary equipment; coordinates and confirms reservations through EMS.
- Prepares hiring documents and enters/submits payroll hours for work-study students.
- Assists with tracking students on Academic Probation.

MINIMUM QUALIFICATIONS:

- Education: High School Diploma or GED equivalency with successful completion of courses in typing/word processing (minimum speed of 40 correct wpm), data entry, Dbase, spreadsheets, and microcomputer systems. Strong verbal and written communications skills. Good organizational skills.
- Working knowledge of modern office practices and procedures, business English, spelling, good grammar and arithmetic, and of standard record maintenance procedures. Working knowledge of various computer software packages, i.e., word processing, spreadsheet applications, and data base management.
- Experience: At least three years of full-time employment in the secretarial/administration field.
- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.