

POSITION DESCRIPTION

TITLE: Office Associate II/Community Outreach and Engagement - (Contingent)

Collective Bargaining - Ineligible – Contingent

Contingent positions are not eligible to participate in collective bargaining.

JOB SUMMARY:

Performs complex 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 minimal supervision and independently exercises considerable discretion and judgement in all work areas. May handle confidential and sensitive issues. May supervise other clerical employees and student employees.

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 Memorandum of Understanding (MOU) and/or the employee handbook.
- Performs a variety of ongoing complex and confidential administrative duties.
- Drafts and prepares letters, reports, memoranda, materials, etc., some of which may be confidential or sensitive in nature or for the signature of the department head.
- Coordinates special projects by developing project plans and schedules.
- Maintains databases and compiles reports.
- 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.
- Prepares agendas and background materials for meetings.
- May attend meetings and take minutes when requested.

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- Maintains appointment calendar and makes travel arrangements as necessary.

Addendum – Community Outreach and Engagement

This position reports to the Director of Community Outreach and Engagement.

- Maintains a welcoming and organized office environment.
- Provides excellent customer service to all community partners, faculty, staff, students, and visitors.
- Provides clerical support to the Director of Community Outreach and Engagement and other members of the office staff.
- Serves as the primary point of contact for general office inquiries, directing them to the appropriate staff member.
- Organizes and maintains office files, spreadsheets, and databases. Manages and updates databases for community organizations and partners, community events, and volunteer opportunities. Supports tracking and reporting of program data and outcomes.
- Assists with preparation of email newsletters, website content, social media posts, and promotional materials for the office, ensuring content is current and engaging. Distributes promotional materials for programs and events.
- Prepares and edits correspondence, reports, presentations, and other documents.
- Drafts and sends communications to community partners, students, faculty, and staff.
- Maintains office calendar.
- Coordinates meetings and events hosted or sponsored by the office. Assists with logistical planning and execution, including room reservations, catering, and materials preparation.
- Represents the office at community events and functions.
- Maintains and updates bulletin board and informational material located outside the office.
- Troubleshoots basic office equipment issues (e.g., printer jams) or coordinates with IT for technical support.
- Serves as a Campus Security Authority in accordance with The Clery Act.

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MINIMUM QUALIFICATIONS:

- Education: High School Diploma or GED equivalency required; Associate's Degree preferred; 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.
- The ability to handle sensitive situations.
- Thorough working knowledge of modern office practices and procedures, business English, spelling, good grammar and arithmetic, and of standard record maintenance procedures. Thorough working knowledge of various computer software packages, i.e., word processing, spreadsheet applications, and database management.
- Experience: At least five 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.