

CLASS TITLE: HIGHER EDUCATION ADMINISTRATIVE ASSISTANT I

Class Code: 02422500

Pay Grade: 12A

EO Code: F

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: Within a college/university system, to perform routine administrative support functions in an academic department utilizing college enterprise software systems with common business applications and a wide variety of office equipment and computer software applications including word processing, spreadsheets and other contemporary office programs and equipment; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of an academic department chair, Dean and/or senior faculty member; specific tasks may be given directly by a variety of professionals; instructions usually are given only at the beginning of assignments involving a new type of work; work is generally in final form when compared and is subject to, but does not always receive, review by supervisors.

SUPERVISION EXERCISED: None.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

Within a college/university system, to perform routine administrative support functions in an academic department utilizing college enterprise software systems with common business applications and a wide variety of office equipment and computer software applications including word processing, spreadsheets and other contemporary office programs and equipment.

To generate involved statistical statements, reports, legal documents, letters and other materials, utilizing the appropriate office software application, the college's enterprise software system or from paper copy.

To create and manipulate queries within the college's enterprise software system such as class rosters, academic transcripts, faculty load reports, and other items.

To make classroom reservations utilizing the college's event management system.

To convey basic pertinent information to faculty, staff, students and visitors as it relates to a wide range of policies and procedures of the college.

To process student add/drop course requests.

To coordinate office schedules for work study students within an academic department.

To enter hours worked for the biweekly work study student payroll for the academic department.

To maintain electronic and/or paper records for the academic department.

To answer in-person, telephone or email inquiries for the academic department and respond appropriately.

To convey information to students regarding course offerings, courses of study, and academic policies and services.

To schedule faculty advising appointments for students as well as other events for the academic department chair and faculty.

To maintain and requisition department supplies utilizing the college's enterprise software system in compliance with college and state purchasing protocols.

To perform routine maintenance of office machinery and equipment.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGE, SKILLS AND CAPACITIES: The ability to integrate information from one type of application package to another; the ability to generate accurate and concise written reports; a working knowledge of general office practices, business arithmetic and business English; a familiarity with spreadsheets, databases, word processing and other computer software; the ability to establish and maintain effective working relationships with superiors, the college/university departments, and other state and private agencies and organizations and employees; the ability to understand and carry out complex oral and written instructions; a working knowledge of higher education policies and procedures as well as general office practices; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school supplemented with training in computer information systems; and

Experience: Such as may have been gained through: employment in performing general office tasks of a complex nature in an academic setting, including the use of enterprise software systems with common business applications, word processing, spreadsheets, and other contemporary office software;

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: July 23, 2017