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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Position Information** | | | | | | | | | |
|  |  |  | |  |  |  | |  |  |
|  | Position Title: | Enter Title | | |  | Position Number: | | Enter # |  |
|  |  |  | |  |  |  | |  |  |
|  | Division: | Enter Divisions | | |  | Supervisor: | Enter Supervisor | |  |
|  |  |  | |  |  |  | |  |  |
|  | Department: | Enter Department | | |  | Supervisor Position: | | Enter # |  |
|  |  |  | |  |  |  | |  |  |
|  |  |  | |  |  |  | |  |  |
| **Job** | | | | | | | | | |
|  |  |  | |  |  |  | |  |  |
|  | *Information in this section cannot be edited* | | | | | | | |  |
|  |  |  | |  |  |  | |  |  |
|  | Job Title: | Administrative Assistant, Associate | | |  | Job Code: | | 20002329 |  |
|  | Job Family: | Administration | | |  | Career Stream Level: | | Support 1 (S1) |  |
|  | Sub Family: | Administrative Operations | | |  |  | |  |  |
|  |  |  | |  |  |  | |  |  |
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| **Job Summary** *(High level overview of the role of the position within the University.)* | | | | | | | | | |
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|  | *Information in this section cannot be edited* | | | | | | | |  |
|  |  |  | |  |  |  | |  |  |
|  | Under direct supervision, provide general administrative support for an individual, group of professionals, department, program or other administrative function. Serve as first point of contact. Draft routine correspondence, schedule appointments, organize and maintain paper and electronic files, or provide information to callers and visitors. Assist with various other support functions as needed. | | | | | | | |  |
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| **Job Responsibilities and Duties** | | | | | | | | | |
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|  | *Information in this section cannot be edited* | | | | | | | |  |
|  |  |  | |  |  |  | |  |  |
|  | *Although other duties may be assigned as needed, the core duties and responsibilities of this position are:* | | | | | | | |  |
|  |  |  | |  |  |  | |  |  |
|  | *% of Time* |  | |  |  |  | |  |  |
|  |  |  | |  |  |  | |  |  |
|  | 20-30% |  | Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals. | | | | | |  |
|  |  |  |  |
|  |  |  | |  |  |  | |  |  |
|  | 15-25% |  | Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs. | | | | | |  |
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|  |  |  | |  |  |  | |  |  |
|  | 10-20% |  | Receive and respond to routine correspondence. | | | | | |  |
|  |  |  | |  |  |  | |  |  |
|  | 5-10% |  | Distribute incoming and outgoing mail. | | | | | |  |
|  |  |  | |  |  |  | |  |  |
|  | 10-20% |  | Maintain organizational files and records. | | | | | |  |
|  |  |  | |  |  |  | |  |  |
|  | 5-15% |  | Schedule routine meetings. | | | | | |  |
|  |  |  | |  |  |  | |  |  |
|  | 5-10% |  | Make copies of printed material. | | | | | |  |
|  |  |  | |  |  |  | |  |  |
|  | 5-10% |  | May ensure proper functioning of office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions. | | | | | |  |
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| **Position Supplement** | | | | | | | | | |
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|  | *For additional clarity, this section can be used to outline information related to the area the position supports*  *(e.g. supports faculty hiring process, main area of support is admissions but serves as backup for financial aid, etc.)* | | | | | | | |  |
|  |  |  | |  |  |  | |  |  |
|  | Enter any additional relevant information specific to this position | | | | | | | |  |
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| **Qualifications and Skills** | | | | | | | | | |
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|  | *Information in this section cannot be edited* | | | | | | | |  |
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|  | *The minimum qualifications and skills for this position are:* | | | | | | | |  |
|  |  |  | |  |  |  | |  |  |
|  | Education and Experience: | Requires a high school diploma/GED. Minimum of 0 to 1 year of experience in an administrative support customer service, or clerical role. | | | | | | |  |
|  |  |  | |  |  |  | |  |  |
|  | Skills: | Excellent customer service, verbal, and written communication skills. Ability to handle frequent interruptions, balance multiple tasks, and maintain confidentiality. Strong organizational skills and attention to detail. Computer and related software skills to include Word, Outlook, Internet, etc. Typing, drafting, filing, and data entry skills. | | | | | | |  |
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| **Physical Requirements, Environmental & Hazardous Specifications** | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | |  | |  | | | | | | | | |  |  | | | | |  |  |
|  | *Please indicate any physical, environmental and hazardous conditions under which the essential Responsibilities and Duties of the position are performed.* | | | | | | | | | | | | | | | | | | | | | | |  |
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|  | **PHYSICAL REQUIREMENTS** | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  |  | | | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  | SEDENTARY Activity: Lift and carry up to 10 lbs. occasionally; work involves sitting most of the time. | | | | | | | | | | |  |  | MODERATE PHYSICAL ACTIVITY: Lift and carry 25 to 50 lbs. frequently, and up to 60 lbs. occasionally. | | | | | | | | |  |
|  |  |  | | | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  | LIMITED PHYSICAL ACTIVITY: Lift and carry up to 10 lbs. frequently, and up to 20 lbs. | | | | | | | | | | |  |  | HEAVY PHYSICAL ACTIVITY: Lift and carry 50 to 80 lbs. frequently, and up to 100+ lbs. | | | | | | | | |  |
|  |  |  | | | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  | LIGHT PHYSICAL ACTIVITY: Lift and carry 10 to 25 lbs. frequently, and up to 40 lbs. occasionally. | | | | | | | | | | |  |  | Occasional = <50 percent of the time  Frequent = >50 percent of the time | | | | | | | | |  |
|  |  |  | | | | | | | | | |  |  |  |  | | | | | | | | |  |
|  | **MACHINE, TOOLS, ELECTRONIC & OFFICE EQUIPMENT** *(Equipment used to perform the essential functions of the position)* | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  |  | | | | | | | | | |  |  |  |  | | | | | | | | |  |
|  | 1. |  | | | | | | 4. |  | | | | | | | | | | 7. | |  | | |  |
|  |  |  | | | | | |  |  | | | | | | | | | |  | |  | | |  |
|  | 2. |  | | | | | | 5. |  | | | | | | | | | | 8. | |  | | |  |
|  |  |  | | | | | |  |  | | | | | | | | | |  | |  | | |  |
|  | 3. |  | | | | | | 6. |  | | | | | | | | | | 9. | |  | | |  |
|  |  |  | | | | | |  |  | | | | | | | | | |  | |  | | |  |
|  | **ENVIRONMENTAL & HAZARDOUS CONDITIONS** *(Indicate the conditions related to the essential functions of the position)* | | | | | | | | | | | | | | | | | | | | | | |  |
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|  | 1. | Percent of time working | | | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | Indoors: | |  | | % | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  |  | |  | |  | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | Outdoors: | |  | | % | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | | | | | | | | | |  |  |  |  | | | | | | | | |  |
|  | 2. | Respiratory conditions with exposure to: | | | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | |  | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | | Fumes/Vapors | | | | | |  | Odors | | | | | | | | |  | | Inadequate ventilation | |  |
|  |  |  | |  | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | | Dust | | | | | |  | Gases | | | | | | | | |  | | Other *(please list):* | |  |
|  |  |  | |  | | | | | | | |  |  |  |  | | | | | | | | |  |
|  | 3. | Skin conditions with exposure to: | | | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | |  | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | | Toxic chemicals | | | | | |  | Burn | | | | | | | | |  | | Other *(please list):* | |  |
|  |  |  | |  | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | | Radiation | | | | | |  | Electrical shock | | | | | | | | |  | |  | |  |
|  |  |  | |  | | | | | | | |  |  |  |  | | | | | | | | |  |
|  | 4. | Working conditions with exposure to: | | | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | |  | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | | Heavy Machinery | | | | | |  | Extreme heat (above 90°) | | | | | | | | |  | | Vibration | |  |
|  |  |  | |  | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | | Steam pipes and/or tunnels | | | | | |  | Machinery with moving parts | | | | | | | | |  | | Lasers | |  |
|  |  |  | |  | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | | Biologicals and/or chemicals | | | | | |  | High voltage electric | | | | | | | | |  | | Cramped quarters | |  |
|  |  |  | |  | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | | Extreme cold (below 32°) | | | | | |  | Grease and oils | | | | | | | | |  | | Use of sharp objects | |  |
|  |  |  | |  | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | | Handling/maintaining animals | | | | | |  | Infectious diseases | | | | | | | | |  | | Noise *(must shout to be heard)* | |  |
|  |  |  | |  | | | | | | | |  |  |  |  | | | | | | | | |  |
|  |  |  | | Scaffolding and high places | | | | | |  | Other *(please list):* | | | | |  | | | | | | | |  |
|  |  | | | | |  | |  | | | | | | | | |  |  | | | | |  |  |
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