Administrative Support Associate

Description of Work

Positions in this banded class are characterized by their performance of a variety of administrative, secretarial, and office support duties. Positions require knowledge of the office or work unit policies and procedures in order to communicate information involving programs, functions, and services. Duties performed may include preparation of documents and reports, the use of office technology, compiling records, organizing and maintaining files, posting information, greeting/referring/assisting visitors/clients/staff/others, mail distribution, and photocopying. The completion of work often involves a public contact role to obtain, clarify, or provide information regarding activities of the work unit or program. Positions may serve as the primary staff assistant to a department or program manager.

Competencies	Definition
Communication-Verbal	Ability to convey information and ideas through a variety of media to individuals or groups; ability to adjust language or terminology to meet needs of the recipient(s)
Communication-Written	Ability to present ideas in written form; ability to adjust language or terminology to meet needs of the recipient(s); ability to use correct grammar, organization, and structure
Office Technology	Ability to utilize office equipment and other relevant technology (software, and systems) to meet work needs
Work Coordination	Ability to facilitate the flow of work, facilitate or direct the office support activities and coordinate work with staff; ability to maintain internal and external contacts for work coordination
Problem Solving	Ability to understand issues, identify problems and opportunities to determine the appropriate course of action.
Knowledge-Program	Ability to demonstrate an understanding and awareness of program services, policies and procedures; ability to demonstrate and apply this knowledge in performance of office support tasks; ability to explain and interpret program information to clients/customers and staff
Information/Records Administration	Ability to apply knowledge of data collection and storage to compile, assimilate, and organize printed and electronic information
Budgeting	Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.

Competency	Contributing	Journey	Advanced
Communication-Verbal	Communicates routine and general information to staff, clients, and/or public about standard services, processes, and procedures using prescribed or established guidelines. Screens and directs clients /visitors to appropriate source.	Responds to questions/issues that deviate from standard operating procedures by determining and consulting appropriate resources such as policies, manuals or other staff. Responds to requests for program and procedural information. Contacts service recipients, vendors, or clients to provide or obtain information. Schedules and coordinates appointments, meetings and events.	Applies knowledge of programs, policies and procedures to interpret and communicate information to meet specific needs of staff and clients. Demonstrates the ability to work with confidential and sensitive information.
Communication-Written	Gathers readily available information from office records to draft e-mails, memos and other documents. Proofreads documents for grammar, spelling, punctuation, and basic formatting. Provides answers to requests for general information in written format.	Composes written communication with guidance using standard formats. Composes correspondence involving program or operational procedures independently from general instructions or brief summaries.	Independently composes letters, memos and reports requiring research and presents data accurately to support findings. Responds to inquiries, which require written explanation or interpretation of established policies, procedures and programs. Reviews sensitive materials and edits content constructively.
Office Technology	Uses a variety of office equipment information systems (e.g. telephone, computer with standard software, fax, copier, etc.) to access, input, and verify standard information. Operates and performs tasks to maintain equipment with a general understanding of its capabilities.	Selects, understands and fully applies features of a variety of software programs, machines or office equipment that will produce the desired results.	Integrates varying software or learns new computer applications to meet unique work needs. May serve as a resource to others on a variety of subjects including office equipment, software applications, and information processing procedures.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

Work Coordination	Coordinates tasks and establishes priorities in response to work flow of the office or work unit.	Plans and facilitates the support activities of an office or work unit; coordinates with others to complete tasks. May serve as an office coordinator for a work unit.	Facilitates flow of work throughout a dynamic work unit. Coordinates and directs the office support activities and manages a wide variety of records, reports and files. May develop new processes or procedures relevant to the support needs of the office.
Problem Solving	Identifies and recognizes problems that have established precedents and limited impact. Refers non-standard questions and problems to higher levels.	Assesses and may resolve unprecedented problems that require research and review of policy and procedures. Applies judgment for problem resolutions based on delegated authority from supervisor.	Independently resolves and/or develops recommendations for unprecedented issues and problems. Problem resolution requires some interpretation of policy and procedures. Serves as a resource for others in resolving unprecedented, non-standard issues and problems.
Knowledge- Program	Understands general operation of functional unit, to include knowledge of staff and program responsibilities. Applies knowledge or reference material necessary to provide answers to "frequently asked questions". Uses general knowledge of program procedures, methods and practices to refer clients to resources.	Understands programs and services to apply this knowledge in problem-solving and responding to most questions and inquiries. Uses program knowledge to interface with other offices and organizations.	Applies substantive knowledge of program policies and procedures that effect operations. Applies program knowledge to client situations; applies knowledge of program content and services in the analysis of information and decision-making.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

Information/Records Administration	Uses established filing and data systems, functions, and/or procedures. Reviews data and information for completeness and accuracy using standard guidelines.	Records, compiles and summarizes data using established format. Compiles and organizes information from different sources to develop reports and data.	Utilizes, reconciles and manipulates data for management reports from different internal and external sources. Applies an understanding of the information in order to extrapolate key data elements. May serve as a lead worker.
Budgeting	Acquire and apply knowledge of policies, procedures, and campus resources in order to complete budget forms. Monitors and reconciles departmental or program budget and tracks travel and office expenditures.	Exercises responsibility for administering the budget, which includes making recommendations regarding the use and distribution of funds within the department.	Serves as resource for co-workers on budget policies, procedures, and resources. May act as lead person within assigned area of responsibility.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.