THE CITY UNIVERSITY OF NEW YORK

Classified Civil Service Position Description

Title  CUNY Administrative Assistant

Title Codes  04804
Gittleson Titles (033)

FLSA Status  Non-Exempt (Overtime Eligible)

Date Issued  NOVEMBER 1, 2004

General Duties and Responsibilities

This position has responsibility for the operation of a major administrative College activity, or difficult administrative and secretarial work in an office with College-wide responsibilities, or in an unusually complex academic department. May perform duties described under the lower title, CUNY Office Assistant (04802).

Persons in this position are accountable for rendering quality services in a respectful, courteous and professional manner. In the University’s multicultural environment, incumbents provide consistent assistance to everyone.

There are two assignment levels for the CUNY Administrative Assistant (Level 1 and Level 2).

Qualification Requirements

Proof of meeting qualification requirements is needed before the close of a Civil Service Examination filing period. You may be asked to provide proof of meeting these requirements at any time between your application and the close of the filing period.

1. Permanent status as a CUNY Office Assistant at Assignment Level 1 (Pay Level 3) or Assignment Level 2 (Pay Level 4).

Candidates who meet the above requirements must also meet requirements 2 – 4 after the close of the filing period.

2. Candidates must take and pass a job-related Civil Service Examination that measures critical competencies for the position.

3. Candidates must undergo a background check, including a fingerprint screening and a verification of their education and work history.

4. Additionally, candidates may be asked to demonstrate technical competence in using job-related software (e.g., word processing or other).

Direct Lines of Promotion

Promotion opportunity is limited to Permanent incumbents who meet requirements listed in the University Job Specification and Examination Notice for the respective title(s).

From: CUNY Office Assistant (04802)  To: None
Typical Tasks

Assignment Level 1

Under direction, with wide latitude for the exercise of independent initiative and judgment, performs office or secretarial work in various units, following relevant departmental, College, and University procedures. Typical duties are outlined below.

Supervision

- Develops and maintains efficient office procedures and methods and trains employees in their use.
- Makes arrangements for and may deliver specialized training.
- Interprets and applies operating procedures, rules and regulations within their assigned area(s).
- Establishes work priorities for a major unit of operation or of several small offices engaged in routine clerical functions.
- Conducts job interviews to select subordinate office personnel.
- Supervises preparation of routine or specialized payrolls; reviews adjustments, reports inconsistencies.
- Supervises and coordinates the work of other employees.
- Coordinates the work of others for program activities and events, including registration, room arrangements, travel, fee collection, purchases, etc.

Budget & Transaction Processing

- Maintains departmental accounts and reconciles books.
- Assists in monitoring budgets and expenditures.
- Makes petty cash purchases and keeps records of accounts.
- Coordinates book lists for the department and forwards them to bookstores as directed by department chair/supervisor.
- Borrows and lends materials to and from other libraries, domestically and internationally, through the Interlibrary Loan area.

Communications and Customer Service

- Verifies students' transcripts, recording grades and grade changes.
- Assists in scheduling special examinations for students.
- Assists in determining admission and advanced standing eligibility.
- Prepares class schedules; reserves rooms and equipment, and communicates assignments.
- Provides information regarding College, Department, and University regulations.

Documentation

- Expedites and prepares drafts for the Chair or Director, if authorized.
- Formats and types complex reports using typewriter, word processor, computer, or other document preparation equipment.
- Prepares documents from diverse materials including academic, scientific or technical data.
− Prepares complex statistical reports and related charts and graphs.
− Drafts and edits written or visual material, including routine publications and catalogues; coordinates publication of the same.
− Drafts routine and complex correspondence.
− Prepares and coordinates the distribution of recruitment materials.
− May take dictation and/or transcribes notes, if necessary.

**Assignment Level 2**
Under direction, with wide latitude for the exercise of independent initiative and judgment, performs very complex administrative or supervisory work; may work with other College units to complete significant administrative functions (e.g., payroll, facilities, personnel, budget, records, security, etc.). Typical duties are outlined below.

− Serves as a secretary to a senior executive of a College, performing difficult and responsible administrative work (e.g., for a full Dean, full Administrator, Vice President or Provost.)
− Drafts confidential reports and memoranda.
− In charge of an administrative office or a section of a large administrative office, library, or an unusually large, complex and uniquely challenging academic department.
− Performs complex specialized administrative tasks and makes important administrative decisions relating to compilations, storage, and disposition of financial records, student records, and personnel record, in accordance with the record retention policy.
− Follows up with staff and administrators throughout the College, University, and the community to resolve problems.
− Supervises, trains, and evaluates full-time and part-time employees performing work under the jurisdiction of this position.
− May perform duties described under the lower assignment level.

**Job Characteristics**

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<th>Required Knowledge</th>
<th>Required Skills</th>
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<td><strong>English Language</strong>: vocabulary: knowledge of the meaning of words that used in written and spoken business communications.</td>
<td>Active listening, speaking to others to effectively convey information, and being aware of others’ reactions and understanding their reactions.</td>
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<td><strong>Arithmetic</strong>: rules of basic Math and their use (i.e., computing answers to basic numerical and text-based mathematical problems).</td>
<td>Clearly and concisely transmitting ideas in writing by including appropriate and accurate information, using proper grammar, spelling, syntax, and composition.</td>
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<td><strong>Customer Service</strong>: principles and processes for providing quality customer services.</td>
<td>Understanding written sentences and paragraphs in work-related documents.</td>
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<td><strong>Office Technology</strong>: telephone applications, word and/or document processing software, electronic mail, calendar, and other office systems widely used throughout the University.</td>
<td>Project management skills, in addition to basic organizational and planning skills.</td>
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<td>Time management skills.</td>
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− Monitoring and assessing office performance, making improvements or taking corrective actions as needed.

− Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

### Required Abilities

− Give and follow directions that are issued orally or in writing.

− Orally expressing ideas and communicating information so that others will understand.

− Arranging things or actions in a logical order, according to specific rule(s), preexisting or created by the incumbent.

− Concentrating on a task over an extended period of time without being distracted or losing interest.

− Drafting and editing written material by applying the basic rules of spelling, grammar, punctuation, syntax, and word choice for a variety of audiences.

− Performing basic calculations (i.e., add, subtract, multiply, or divide) quickly and correctly.

### Other Work Requirements

Incumbents need a high level of stress tolerance, adaptability, and flexibility.

Being committed to the success of one’s Department, College, and of The University is essential, as is an orientation toward providing service.

Incumbents must be self-directed and self-motivated, as well as being able to provide direction to and motivate others.

There is often a substantial amount of time answering the telephone, engaging in work-related telephone calls, and handling telephone messages.

This position might require extended periods of time sitting or other sedentary activity.

Incumbents of this title spend a lot of time making or maintaining contact with others face-to-face, via telephone, and through written communication, including electronic (such as email).

There is a high level of repetition in both physical activities (e.g., typing) and mental activities (e.g., recordkeeping).

The incumbents of this position often work as members of a team and are accountable to other team members.

This job requires a high level of accuracy in the performance of job duties.

### Work Values and Interests

People who are drawn to the CUNY Administrative Assistant job typically value:

− Helping people.

− Solving problems.

− Having a good work ethic.

− Seeing projects through, from beginning to end.

− Using personal initiative.

− Demonstrating leadership.

− Organizations with supportive management.

− Working in a friendly, non-competitive environment.

People who are drawn to this job typically like being involved in work that is conventional, with set procedures and routines and a clear line of authority. They also enjoy providing help or service to others and communicating with people.