Title: EOC Administrative Assistant

Title Code: 04871 Annual (Full-Time)

FLSA Status: Non-Exempt

Date Issued: April 2, 2007

General Duties and Responsibilities

Is responsible for the operation of a major administrative activity, or difficult administrative and secretarial work in an office with unit-wide responsibilities, or in an unusually complex area of an Educational Opportunity Center (EOC). May perform duties of an EOC Office Assistant. Provides quality services in a respectful, courteous and professional manner. In the University’s multicultural environment, incumbents provide consistent assistance to everyone.

All personnel perform related work. There is one Assignment Level for the EOC Administrative Assistant. Within this level, there are three distinct pay levels: 1-A, 1-B, and 1-C. This specification describes typical assignments; related duties may be assigned if needed.

Qualification Requirements

Permanent status as an EOC Office Assistant at Pay Level 3 or Pay Level 4.

Demonstrated English language proficiency (ability to speak, read, write, and understand English well enough to meet job requirements).

Technical competency in using job-related computer software (word processing or other) may be required for this position.

Direct Lines of Promotion

From: EOC Office Assistant (04870) To: None
General Work Tasks

ASSIGNMENT LEVEL 1
PAY LEVELS 1A, 1B, AND 1C

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.

Job Characteristics

Required Knowledge

- **English Language**: vocabulary: knowledge of the meaning of words used in written and spoken business communications.
- **Arithmetic**: rules of basic Math and their use (i.e., computing answers to basic numerical and text-based mathematical problems).
- **Customer Service**: principles and processes for providing quality customer services.
- **Office Technology**: telephone applications, word and/or document processing software, electronic mail, calendar, and other office systems widely used throughout the University.

Required Skills

- Active listening, speaking to others to effectively convey information, and being aware of others’ reactions and understanding their reactions.
- Clearly and concisely transmitting ideas in writing by including appropriate and accurate information, using proper grammar, spelling, syntax, and composition.
- Understanding written sentences and paragraphs in work-related documents.
- Project management skills, in addition to basic organizational and planning skills.
- Time management skills.
- 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, 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 EOC 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.