

Administrative Assistant Job Matrix

Title	Broad Band	Summary	Duties	Scope	Education/ Experience	Knowledge, Skills, and Abilities
Administrative Asst I	B	Provides moderately complex administrative support.	<p>Meetings: Plans and schedules meetings and appointments. Coordinates travel arrangements. Arranges related details for events and/or meetings. Maintains calendars.</p> <p>Data Management: Types and proofs documents produced by others.</p> <p>Correspondence: Creates, maintains and collects data for standard reports charts, graphs, spreadsheets and databases.</p> <p>Customer Service: Answers phones; routes callers, takes messages, responds to inquiries; greets visitors; requests and provides routine information.</p> <p>Departmental Assistance: Orders supplies and equipment. Makes requests for repairs and services. Monitors and updates inventory, budget and account records.</p>	Assigned to a small to medium sized division or unit requiring knowledge of departmental and university policies and procedures.	High School Education or equivalent and one year of administrative support experience.	Knowledge of: The use of specified computer applications involving word processing, data entry and/or standard report generation; office administrative practices and procedures. Skill in: Meeting critical deadlines; ability to deal successfully with the public in person and over the telephone.

Administrative Assistant Job Matrix

Title	Broad Band	Summary	Duties	Scope	Education/ Experience	Knowledge, Skills, and Abilities
Administrative Asst II	B	Provides complex administrative and clerical support.	<p>Meetings: Plans and coordinates guest speakers' arrangements including travel and lodging. Makes arrangements for presentation materials and equipment. Ensures all event arrangements are handled.</p> <p>Data Management: Composes and produces documents. Maintains relevant databases and related records. Updates and maintains departmental website using software packages such as <i>Collage</i>.</p> <p>Correspondence: Researches, analyzes and summarizes data for reports independently. Communicates findings.</p> <p>Customer Service: Screens and prioritizes incoming calls. Responds to inquiries on departmental and university policies/procedures. Researches information to resolve problems or issues. Involves interpretation.</p> <p>Departmental Assistance: Assists with preparation and day to day administration of the budget. Tracks, monitors, reports on variances. Prepares reports. May provide projections as requested. Maintains and gathers feedback for department's web site. Establishes, organizes and maintains department filing systems and other records.</p>	Assigned to department chair, department head or manager. Requires a comprehensive knowledge of the programs and organization where assigned. Exercises discretion and independent judgment within understood policies, and procedures. Handles confidential matters and facilitates problem resolution.	High School Education or equivalent and two years of administrative support experience.	<p>Knowledge of: The use of specified computer applications involving word processing, data entry and/or standard report generation; office administrative practices and procedures; web navigation and web maintenance using software packages such as <i>Collage</i>.</p> <p>Skill in: The ability to perform technical, specialized, complex, difficult, or basic technical office support work; compose correspondence independently and from brief instructions; analyze and resolve varied office administrative problems; use of initiative and independent judgment within established procedural guidelines; ability to deal successfully with the public in person and over the telephone.</p>

Administrative Assistant Job Matrix

Title	Broad Band	Summary	Duties	Scope	Education/ Experience	Knowledge, Skills, and Abilities
Administrative Asst III	B	<p>Provides high-level administrative support to include complex, confidential functions. Assigned administrative programs and projects. May supervise or give work direction to lower level clerical personnel.</p>	<p>Meetings: Schedules appointments and engagements on behalf of the administrator/official or large department without prior clearance. Makes arrangements and coordinates all details for meetings, conferences and special events.</p> <p>Data Management: Prepares/composes complex documents of a highly confidential nature. Updates and maintains departmental website using software packages such as <i>Collage</i>.</p> <p>Correspondence: Reviews, prioritizes and determines actions for all incoming correspondence. Researches and drafts responses.</p> <p>Customer Service: Screens and prioritizes phone calls; provides ongoing public relations; assists in resolving problems.</p> <p>Departmental Assistance: Monitors and approves expenditures. Analyzes variances. Coordinates preparation related to the budget. Oversees, and implements change in office operations. Ensures equipment, materials and space are used effectively.</p>	<p>Highest-level administrative support for a dean, official, administrator or large department of the university. Makes necessary decisions on behalf of the administrator/official or large department to complete assigned tasks and projects of a complex nature. Interprets administrative decisions and policies.</p>	<p>High School Education or equivalent and three years of administrative support experience.</p>	<p>Knowledge of: The use of specified computer applications involving word processing, data entry and/or standard report generation; the use of specified computer applications involving the design and management of databases or spreadsheet files and the development of special report formats.</p> <p>Skill in: The ability to perform technical, specialized, complex, difficult or basic technical office support work; analyze and resolved varied office administrative problems; use of independent judgment within established procedural guidelines; ability to compose correspondence independently or from brief instruction; organize own work, set priorities, and meet critical deadlines; ability to deal successfully with the public in person and over the telephone.</p>