

JOB MATRIX – DEPARTMENT ASSISTANT SERIES

Title	SG	Summary	Duties	Scope	Education/ Experience	Knowledge, Skills, and Abilities
Department Assistant I	A	Perform routine, clerical work with clearly defined procedures under direct supervision	<p>Data Management: Type and proof for accuracy. Assist in maintaining records and system. Receive, code, and prepare entries for posting. File documents according to alphabetical and/or numerical sequences.</p> <p>Correspondence: Types forms, reports, and letters. Calculate, classify and record numerical data to assist in maintaining records.</p> <p>Customer Service: Answers phones, greets visitors, routes callers, takes messages, responds to inquiries, requests and provides routine information.</p> <p>Departmental Assistance: Assemble and compile basic data according to specific instructions. Prepare bulk mailings. Deliver, post and retrieve documents and materials on campus.</p>	Routine, repetitive clerical work that is reviewed through successive steps.	Equivalent to a High School education.	<p>Knowledge of: The use of specified computer applications involving word processing, data entry and/or standard report generation; basic reading, writing and arithmetic skills;</p> <p>Skill in: Strong attention to detail; strong organizational skills; ability to communicate verbally in an effective manner; ability to understand and follow oral and written instructions; ability to deal successfully with the public in person and over the telephone.</p>

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Department Assistant II	A	<p>Perform a variety of routine clerical duties and respond to general inquiries under general supervision</p>	<p>Data Management: Type and proof for accuracy and research missing data. Assist in maintaining records and system. Receive, code and prepare entries for posting. Run standard database reports and review for completeness and accuracy.</p> <p>Correspondence: Types forms, reports and letters. Calculate, classify and record numerical data to assist in maintaining records. File documents according to alphabetical and/or numerical sequences.</p> <p>Customer Service: Answers phones, greets visitors, routes callers, takes messages, responds to inquiries, requests and provides routine information.</p> <p>Departmental Assistance: Assemble and compile data according to general instructions. Prepare bulk mailings. Deliver, post and retrieve documents and materials on campus. Review and verify documents for accuracy, completeness, timeliness and compliance with procedures.</p>	<p>Variety of clerical work requiring application of varied procedures or specialized methods.</p>	<p>Equivalent to a High School education and one year of clerical experience.</p>	<p>Knowledge of: The use of specified computer applications involving word processing, data entry and/or standard report generation; basic reading, writing and arithmetic skills; working knowledge of office practices and procedures.</p> <p>Skill in: Strong attention to detail; ability to work on several projects simultaneously, balance priorities, and meet deadlines; communicate verbally in an effective manner; ability to understand and follow oral and written instructions; ability to deal successfully with the public in person and over the telephone.</p>
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JOB MATRIX – DEPARTMENT ASSISTANT SERIES

Title	SG	Summary	Duties	Scope	Education Experience	Knowledge, Skills, and Abilities
<p>Department Assistant III</p>	<p>A</p>	<p>Perform moderately complex clerical duties, under general supervision. Select, train and oversee student workers. May interpret data and solve routine problems. Respond to a variety of inquiries. Schedule and/or coordinate activities.</p>	<p>Data Management: Maintain database(s). May interpret data and solve routine problems. Type and proof for accuracy and research missing data. Receive, code and post data. Perform data manipulation, generate reports and review for completeness and accuracy.</p> <p>Correspondence: Types forms, reports and letters. Calculate, classify and record numerical data to assist in maintaining records. File documents according to alphabetical and/or numerical sequences.</p> <p>Customer Service: Answers phones, greets visitors, routes callers, takes messages, responds to inquiries, requests and provide a variety of information.</p> <p>Departmental Assistance: Review and verify documents for accuracy, completeness, timeliness and compliance with procedures. Modify records management methods. Calculate, classify and record numerical data to assist in maintaining financial data.</p>	<p>Moderately complex clerical work of a diverse nature requiring application of varied procedures or specialized methods and/or knowledge. Exercise some independent judgment and make some non-routine choices.</p>	<p>Equivalent to a High School education and two years of clerical experience.</p>	<p>Knowledge of: The use of specified computer applications involving word processing, data entry and/or standard report generation; basic reading, writing and arithmetic skills; correct business letter writing and the standard format for typed materials; working knowledge of office practices and procedures. Skill in: The ability to interpret data and solve problems; ability to work on several projects simultaneously, balance priorities, and meet deadlines; communicate verbally in an effective manner; ability to understand and follow oral and written instructions; strong attention to detail; ability to deal successfully with the public in person and over the telephone.</p>