

Administrative Support

Job Classification

Admin Support I

Admin Support II

Admin Support III

Pay Grade

1

2

3

Education/Experience Requirements

High school diploma or substitution of relevant experience

High school diploma

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1 year of office clerical experience

2 years of office clerical experience

Common Activities

Performs a variety of entry level clerical tasks

Answers inquiries and refers them to appropriate individuals

Sorts and files materials and documents

Types data onto various forms

Acts as a desk clerk or receptionist

Performs a variety of intermediate level clerical tasks

Makes standard computations, processing and coding documents, and maintaining files

Involved with compiling and arranging data

Uses computer to retrieve and verify data

Receives and accurately processes departmental forms

Performs a variety of senior level clerical tasks

Provides administrative support to a specific organizational unit

Relieves administrator of clerical duties

Makes independent analyses

Researches information for office administrator

Organizational Impact

The results of actions have only a minor impact on a department's operations. Individuals actions are limited to a single work area and do not affect the overall finances of that area.

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Problem Solving

The job consists of recurring manual or office tasks that are covered by specific procedures or close supervision.

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Performs standardized tasks that are covered by systems, procedures, and available supervision. Problems are easily recognized and are solved with prescribed solutions. Supervision is present to assign and review work, address exceptions, and answer questions.

Supervision

No Supervision

No Supervision

No Supervision

Contact Level

Limited interaction within and outside the University. Refers inquiries to appropriate individuals.

Answers telephone and provides accurate information regarding office policies, procedures and services.

Routinely answers questions and provides information and data requested by individuals within or outside of work area. Questions that require interpretation.

Financial Budget

Does not participate in budget preparation. Has no authority to sign for materials or supplies.

Compiles data for preparation of budget. Has no authority to sign for materials or supplies.

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