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| CAREER LEVEL | DBM RATING |   | FLSA STATUS |
| CL1 | B21 |  | Non-Exempt |
| CL2 | B22 |  |  |
| CL3 | B23 |  |  |
| NATURE OF WORK | This classification performs  a variety of routine to non-routine clerical and administrative support responsibilities and tasks.* + **Career Level 1** incumbents spend a majority of time on tasks requiring substantially similar knowledge and skill in assigned area of clerical support
	+ **Career Level 2** incumbents perform tasks that are moderately diverse, requiring general knowledge of several areas.
	+ **Career Level 3** incumbents perform tasks that are diverse, requiring knowledge and skill in a variety of areas, such as accounting, marketing and administrative support.
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| TYPICAL CLASS RESPONSIBILITIES(These responsibilities are a representative sample of essential class duties; position assignments may vary.) |
|  1. | Composes, edits, and reviews a variety of standard and/or specialized correspondence, reports, documents, applications, forms, violations, memos, and/or other applicable materials. |
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|  2. | Provides complex administrative support which may include preparing and delivering presentations, maintaining department data, preparing and distributing department documents; performs the duties of assigned staff. |
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| 3. | Reviews and corrects a variety of data, confidential records, and information for the department. |
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| 4. | Organizes and maintains files, including creating and maintaining confidential department/employee /student files; files documents alphabetically, numerically, or by other prescribed methods. |
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| 5. | Tracks a budget, monitors expenditures, and/or performs basic bookkeeping, reporting and/or appropriate payroll tasks. |
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| 6. | Prioritizes and assigns work to assigned staff; monitors the performance of assigned staff; trains staff on work methods and procedures.  |
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| 7. | Performs other duties of a similar nature or level. |
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| LEVEL OF DECISIONS |
| Makes decisions regarding how the operations of a process are carried out by selecting among established techniques and practices.  Incumbents have a choice as to how and when the operations are carried out, but not as to what operations constitute the process.  Incumbents determine the steps to take to complete assigned responsibilities and tasks. Incumbents may determine the order of the steps to be performed, and the tools necessary to complete the steps. Incumbents prioritize tasks on a daily basis based on established deadlines. |

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| DIRECTION RECEIVED | * **Career Level 1** incumbents perform tasks following defined procedures and standards, the specific steps of most routine tasks are defined.
* **Career Level 2** incumbents apply departmental and organizational policies and procedures to specific situations, and work under general supervision.
* **Career Level 3** incumbents interpret established policies and procedures in unique situations, and work under minimal supervision.
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| DIRECTION PROVIDED | * **Career Level 1** incumbents may assign/delegate work assignments to student workers and/or temporary employees; May troubleshoot problems and issues commensurate with relevant experience.
* **Career Level 2** incumbents may delegate/coordinate work assignments and smaller projects to student workers, temporary employees, and/or regular employees; May instruct others in work methods and procedures; May verify the work of others; May encourage teamwork and group efforts; May troubleshoot problems and issues of a more complex nature requiring significant knowledge of relevant policies, practices and rules.
* **Career Level 3** incumbents may lead/coordinate and/or delegate work assignments and projects to student workers, temporary employees, and/or regular employees; May instruct others in work methods and procedures; May verify the work of others; May motivate individuals and encourage group efforts; May handle the most complex issues requiring substantial knowledge of institutional operations; May anticipate and plan for problems and issues.
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|  TYPICAL CAREER-LEVEL SPECIFIC RESPONSIBILITIES MAY INCLUDE: |
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| Incumbents assigned to **Career Level 1** may be responsible for:In addition to the **Administrative** **Clerk** level responsibilities:* Collecting and disseminating a variety of written and verbal communications requiring knowledge of relevant policies, procedures and rules for assigned area; providing explanations requiring some interpretation of policy to common questions and requests.
* Establishing and implementing filing systems.
* Scanning, linking and routing documents.
* Tracking expenditures and budgets.
* Maintaining databases.
* Monitoring and maintaining inventory.
* Ordering supplies.
* Scheduling and preparing for meetings/events.
* Arranging travel.
* Assisting with the development and application of multi-media.
* Handling confidential information.
* Running defined queries; making basic modifications to queries in accordance with requested information.
* Reviewing hours worked and time entry for student workers and/or temporary employees.
* Compiling, sorting and summarizing a variety of routine data; Using a variety of programs, prepares simple charts and analyses, including basic summary statistics.
* Reviewing data for accuracy and completeness, including source data.

Incumbents assigned to **Career Level 2** may be responsible for:In addition to the **CL1** level responsibilities:* Handling verbal and written communications for a broad range of questions, issues and requests in assigned area of responsibility; preparing customized memos and related communications for non-routine issues; identifying needs of various parties to determine appropriate response.
* Planning and coordinating simple projects and events.
* Processing purchase orders and posting accounts for billing.
* Processing cash, checks and accounts receivable.
* Receiving, providing and processing financial transactions for a broad range of accounts and sources; ensuring appropriate processing of routine and non-routine transactions; identifying balancing errors and providing appropriate fixes. Ensuring appropriate documentation is provided in accordance with applicable accounting procedures, grant requirements, etc.
* Coordinating department purchasing card program.
* Writing simple to moderately complex queries using well defined tables; establishing links between common tables and databases; information requests may be routine or non-routine.
* Preparing reports.
* Reviewing hours worked and time entry for multiple regular employees
* Preparing presentations.
* Preparing course material.
* Supporting student needs by responding to questions.
* Assisting with proctoring exams.
* Representing department to internal / external parties (e.g., at meetings, conferences, etc.).
* Serving as contact for outside vendors, agencies and organizations. Updating and maintaining an assigned website.
* Reviewing, interpreting, and explaining policies/procedures to stu**d**ents/parents/other staff.
* Assisting in developing policies and procedures to improve business processes.
* Usingproper judgment and initiative in handling issues from students, parents, faculty, staff and the public.
* Training staff and students on specialized programs and/or work procedures.
* Troubleshooting technological problems and coordinating with technical support services.
* Assisting with coordination of searches.
	+ Tracking and reporting of re-appointments, tenure.
* Researching, sorting and summarizing a variety of routine and some non-routine data and information; integrating information from multiple data sources, and applying basic problem solving as needed.

Incumbents assigned to **Career Level 3** may be responsible for:In addition to the **CL2** level:* + Providing a full range of communications, both verbally and in writing, regarding non-routine questions, issues and procedures; handling the most complex and sensitive customer/student requests requiring a comprehensive understanding of relevant policies, procedures and rules; preparing individualized responses for non-routine and/or escalated issues.
	+ Planning and coordinating complex projects and events including related budgeting.
	+ Researching potential expenditures and providing data and recommendations.
* Developing marketing materials.
* Delivering presentations.
* Evaluating the impact of events, programs, and activities
* Developing complex databases.
* Developing complex queries requiring connections between multiple tables/databases in response to non-routine issues.
* Setting up standard web pages, web sites, and related directories, and preparing related content.
	+ Interpreting policies and procedures in order to provide support and direction to internal / external parties.
	+ Conducting employee training (e.g., new hire orientation, safety, work process and procedures.)
	+ Coordinating searches for salaried and hourly positions.
	+ Assisting with preparation and management of department budget.
* Researching, sorting and summarizing a variety of non-routine data for a broad range of applications and assignments; making decisions regarding the validity and quality of available data; preparing standard and non-standard summaries of relevant information.
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| TRAINING AND EXPERIENCE  | Incumbents in this class typically require an equivalent combination of education and experience sufficient to successfully perform the responsibilities of the job, such as those listed below.* **Career Level 1:** High school diploma or equivalent (G.E.D.) *AND* sufficient experience, including one year clerical/office experience.
* **Career Level 2:**High school diploma or equivalent (G.E.D.) *AND* sufficient experience, including two years administrative support experience.
* **Career Level 3:**60 credits or more of higher education or equivalent work experience and training; *AND* three years administrative support experience.

The Education, Training, and Work Experience listed above are intended to serve as a general guideline for recruiting purposes. **Additional qualifying experience may substitute for the education required of the assigned position.** |

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| LICENSING REQUIREMENTS  |
| Incumbents in this class may require:* None
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| KNOWLEDGE REQUIREMENTS | Classification knowledge requirements:1. Customer service principles;
2. Modern office procedures and equipment;
3. Recordkeeping principles;
* Mathematical concepts;
1. English language, grammar, and punctuation;
2. Report preparation techniques;
3. Filing systems;
4. Basic budgeting principles;
5. Computers and related software applications.
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| SKILL REQUIREMENTS | Classification skill requirements:1. Providing exemplary customer service;
2. Maintaining records and files;
3. Preparing meeting agendas and minutes;
4. Preparing unique and specialized documents;
5. Preparing reports;
6. Using English, grammar, punctuation, and spelling effectively;
7. Monitoring a budget;
8. Using computers and related software applications;
9. Maintaining confidentiality;
* Managing multiple tasks, prioritizing and assigning work;
1. Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.
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| PHYSICAL REQUIREMENTS | Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sitting most of the time. Walking and standing are required only occasionally. |

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| CLASSIFICATION HISTORY  |
| **DATE** | **COMMENT** |
| 5/2/12 | Final |

 ***The above classification specifications are intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department as determined by the University***