

ADMINISTRATIVE ASSISTANT I

Function of Job:

Under direct supervision and with a focus on continuous improvement and customer service, provide support for administrative matters and recurring office/department procedures of a routine nature by performing a variety of functions, including word processing and data entry. Prioritize work, exercise judgment and make decisions based on knowledge of departmental operations, policies and procedures and established guidelines.

Characteristic Duties and Responsibilities:

1. Screen telephone calls and visitors; provide responses to information requests about programs and activities; take messages or route calls and visitors according to office/department procedures utilizing organizational familiarity and necessary discretion. Refer concerns to appropriate person as directed.
2. Maintain supervisor's and/or office/departmental calendar(s), make appointments, arrange meetings. Schedule office/departmental activities, including making arrangements for facilities and audio-visual/support equipment and assisting during event/activity as requested.
3. Gather material for reports, forms and summaries, check accuracy, and present information in usable and understandable format.
4. Open and distribute mail and answer routine inquiries; assemble necessary materials for use by supervisor in answering mail.
5. Prepare correspondence, agendas, proposals, course materials, schedules, articles, meeting minutes, reports and other materials; review all materials, checking accuracy and format.
6. Establish and maintain files, including inputting, revising, storing and retrieving correspondence, charts and tables from paper and/or computer files.
7. Maintain confidentiality in communicating sensitive information and in handling confidential materials such as departmental records and files, personnel actions, grade reports, promotion and tenure decisions.
8. Prepare, process and maintain office financial operational records, such as payroll documents, purchasing card use, vouchers, requisitions. (*Note: Not applicable at UNH due to Business Service Center structure.*)
9. Perform related duties as assigned.

Minimum Acceptable Qualifications:

1. High school graduation.
2. One year of experience in clerical/office support work, or specialized training/higher education, or any combination of experience and additional training equal to one year.
3. Effective written and oral communication skills.
4. Keyboarding and computer skills, such as word processing, e-mail, Internet, spreadsheets, database management, and software applications as required by department/office.
5. Ability to establish and maintain effective working relationships with faculty, staff, students and the general public.

Additional Desirable Qualifications:

1. Work experience in a college/university environment.
2. Additional office work experience.

12/27/97

System Approval

12/27/97

Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity; it is not a substitute for the specific job description of the individual position.