

ADMINISTRATIVE ASSISTANT II

Function of Job:

Under general supervision and with a focus on continuous improvement and customer service, independently assist in a variety of administrative matters, including providing office services related to information flow, document preparation, data collection and maintenance, scheduling, and customer service for a department/office/program, and handling a variety of situations and problems, according to established guidelines, departmental priorities, policies and program goals.

Characteristic Duties and Responsibilities:

1. Prepare routine to complex correspondence and other documents, such as agendas, meeting minutes, articles, materials for presentations, proposals, manuscripts, and curriculum materials for approval and/or distribution. Utilize computer databases and computer applications, such as word processing, spreadsheets and desktop publishing. Responsible for completeness, accuracy and format of documents.
2. Manage filing system by receiving, sorting, and distributing documents for filing; create files and records as necessary using judgment and knowledge of office requirement; update files and records.
3. Maintain appointment schedule(s) for office/department as assigned; screen and refer callers; take messages or route calls according to office/department procedures, utilizing organizational familiarity and necessary discretion; provide detailed responses to information requests about programs and activities; facilitate operational details of office/department; arrange travel, meetings and conferences as required; may attend meeting and record proceedings.
4. Record, research and analyze data, including computerized data, and use to respond to inquiries and prepare reports.
5. Assist with interviewing, hiring, training and supervising student workers and/or other staff.
6. Provide requested information for special reports and records by researching departmental files and records, retrieving stored data, compiling data and organizing and presenting information in usable format, which may include charts, graphs, and tables.
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. Operate office equipment and maintain office inventory and supplies.
9. Assist with departmental/office business functions such as making purchases, maintaining budget records, requesting budget transfers, and producing financial reports and summaries.
(Note: Not applicable at UNH due to Business Service Center structure.)
10. Perform related duties as assigned.

Minimum Acceptable Qualifications:

1. High school graduation.
2. Three years of office experience or three years of specialized training or higher education or any combination of experience and higher education equal to three years.
3. Knowledge of office practices, procedures and use of electronic equipment as required by department.
4. Keyboarding and computer skills, such as word processing, e-mail, Internet, desktop publishing, spreadsheets, data bases management and software applications as required by department.
5. Effective written and oral communication skills.
6. Ability to establish and maintain effective working relationships with faculty, staff, students and the general public.
7. Dictation, speed writing, and/or dictaphone skills if required by department.
8. Knowledge of bookkeeping methods if required by department.

Additional Desirable Qualifications:

1. Work experience in college/university environment.
2. Additional related training or education.
3. Supervisory skills.

3/12/97
System Approval

3/12/97
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, and it is not a substitute for the specific job description of the individual position.