

## **ADMINISTRATIVE ASSISTANT III**

### **Function of Job:**

Under general supervision and with a focus on continuous improvement and customer service, provide support in administrative matters for a unit by performing varied responsible office support functions, including organizing, communicating and coordinating information, using independent judgment, problem-solving skills, and initiative to determine approach or action to take in non-routine situations. Interpret and adapt departmental guidelines, including policies and procedures.

### **Characteristic Duties and Responsibilities:**

1. Perform a variety of tasks to manage operational details affecting a department or office by organizing, completing and/or delegating office support work and making decisions on behalf of supervisor when appropriate and within established guideline and policy.
2. Anticipate and prepare materials as needed for correspondence, appointments, meetings, telephone calls, conferences, etc., and inform supervisor on matters to be considered.
3. Maintain appointment schedules and coordinate complex office/department scheduling; screen and refer callers; take messages, route calls, or research inquiries according to office procedures, utilizing organizational familiarity and necessary discretion; provide detailed responses to information requests about programs and activities; make arrangements for travel, meetings, conferences, including complicated conference arrangements, as required; attend meetings and record proceedings.
4. Prepare correspondence and other documents, such as agendas, meeting minutes, reports, materials for presentations, proposals, manuscripts, curriculum materials, for approval by supervisor and distribution. On own initiative and based on knowledge of department, compose correspondence about administrative and general office procedures and policies. Utilize computer databases and computer applications, such as word processing, spreadsheets and desktop publishing. Responsible for completeness, accuracy and format of documents.
5. Establish and manage complex filing systems by receiving, sorting, and distributing documents for filing; create files and records as necessary using judgment and knowledge of office requirements, updating files and records and retrieving and storing files as needed.
6. Assist with hiring, directing and evaluating student workers and/or other staff, including interviewing, training, advising on new procedures, coordinating information, and shifting work to accommodate workload needs.
7. Prepare reports, summaries or replies to inquiries by recording, researching, and selecting relevant information from a variety of sources, such as reports, documents, other offices, computerized data bases, etc., and organizing and presenting information in usable and professional format, including tables, graphs, and charts.
8. Operate office equipment and maintain office inventory records and supplies.
9. 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.
10. Assist with departmental/office business functions such as making purchases, maintaining budget records, collecting and depositing departmental cash, requesting budget transfers, monitoring expenses, and producing financial reports and summaries. (*Note: Not applicable at UNH due to Business Service Center structure.*)
11. Perform related duties as assigned.

**Minimum Acceptable Qualifications:**

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

**Additional Desirable Qualifications:**

1. Work experience in college/university environment.
2. Associate's degree and/or additional related training or education.
3. Office management experience.
4. Advanced computer skills.

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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.**