

Business Services Assistant I

Function of Job:

Under direct supervision from designated supervisor and with a focus on continuous improvement and customer service, perform general and routine business and clerical duties, following established standard office procedures, using office automation and computing technologies, and exercising judgment within existing guidelines and policies.

Characteristic Duties and Responsibilities:

1. Respond to inquiries from faculty, staff, students and the general public by providing information related to departmental guidelines for policies and procedures, referring questions or issues as needed to appropriate person(s).
2. Review documents as required for completeness and accuracy, identifying discrepancies and alerting supervisor.
3. With lowest level financial system authorization, perform data entry of routine transactions in central and/or departmental financial systems, databases, and spreadsheets by recording financial expenditures, revenues, assets, or liabilities, following departmental methods and procedures at the direction of supervisor.
4. Using manual and/or automated methods, perform data inquiry, research or retrieval of information using various central and departmental computer systems.
5. Prepare and maintain routine spreadsheets, datafiles, word processing documents.
6. Enter and review payroll documents and generate related reports.
7. Perform general clerical office support functions including maintaining files, sorting records, responding to correspondence, and processing mail by utilizing appropriate technology such as e-mail, FAX, voice mail, browser software, etc.
8. Prepare standard reports of financial/historical data as required by department.
9. Operate electronic office equipment, such as computer, copier, calculators and FAX machines, and/or maintain office supplies as required by department.
10. Direct student workers as assigned.
11. Maintain confidentiality in communicating sensitive information and handling confidential materials.
12. Perform related duties as assigned.

Minimum Acceptable Qualifications

1. High school graduation.
2. One year business, accounting or bookkeeping experience.
3. To the extent required by department, experience with keyboarding and computer applications such as spreadsheets, word processing, e-mail, browser software, data entry/retrieval, and knowledge of other software applications.
4. Customer service skills including the ability to establish and maintain effective working relationships with faculty, staff, students, and the general public.

Additional Desirable Qualifications

1. Experience in college or university business office.
2. Organizational and analytical abilities.
3. Aptitude for learning new business/accounting procedures and technology.

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

