

## OFFICE ASSISTANT

### Function of Job:

Under close supervision and with a focus on continuous improvement and customer service, provide general office support by following standardized practices and detailed procedures in performing basic office tasks such as keyboarding, receptionist duties, and filing. Make decisions and exercise judgment based on established guidelines and/or procedures.

### Characteristic Duties and Responsibilities:

1. Perform receptionist duties by providing general information about office/departmental services and functions, answering the phone, directing visitors, arranging appointments and providing follow-up as appropriate.
2. Open, sort, route mail to appropriate persons and prepare outgoing mail.
3. Maintain office inventory and supplies and operate office equipment, such as computers, copiers, calculators and fax machines.
4. May maintain files and record keeping systems which might include data entry and/or posting routine fiscal and statistical records according to standard procedures.
5. Prepare office/departmental materials, information, and routine correspondence and assist with other daily office operations such as copying, assembling and distributing materials.
6. Assist with projects by providing general clerical support.
7. Maintain confidentiality in communicating sensitive information and in handling confidential materials.
8. Perform related duties as assigned.

### Minimum Acceptable Qualifications:

1. High school graduation.
2. Keyboarding skills as required by department.
3. Ability to establish and maintain effective working relationships with faculty, staff, students and the general public.
4. Experience with computer-based technology, including word processing.

### Additional Desirable Qualifications:

1. One year of related experience.
2. Some general office training.
3. Communication and organizational skills.

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.**