

SENIOR ADMINISTRATIVE ASSISTANT

Function of Job:

Under broad supervision of senior administrator of a major unit and with a focus on continuous improvement and customer service, provide diverse and highly responsible administrative and operational support, requiring recurring contact with administrators, deans and director, and public and private officials, use of independent judgment, and thorough knowledge of operations and policies of several administrative units.

Characteristic duties and Responsibilities:

1. Perform a variety of complex tasks to relieve supervisor of routine operational and administrative details by managing, organizing, prioritizing, completing and/or delegating work and making decisions and signing on behalf of senior administrator when appropriate and within established guidelines and policy. Make inquiries based on department/program needs. Applying thorough understanding of policies and procedures, act as department liaison and public relations spokesperson to other departments and the public as assigned.
2. Compose and prepare complex correspondence and other documents such as agendas, meeting minutes, materials for presentation, proposals, reports, manuscripts, curriculum materials for approval and/or distribution. Utilize computerized databases and computer applications, such as word processing, desktop publishing and spreadsheets. Responsible for completeness, accuracy, and professional preparation of materials.
3. Summarize the content of incoming materials, specially gathered information or meeting results to assist administrator in identifying important issues. In administrator's absence, ensure requests for action or information are relayed to appropriate person(s).
4. Maintain appointment schedule; screen and refer callers; take messages, route calls, and handle concerns and complaints according to established procedures, utilizing organizational familiarity and necessary discretion; provide detailed responses to information requests about programs and activities; make arrangements for travel, meetings and conferences; may attend meetings and record proceedings.
5. Establish and manage complex filing systems by receiving, sorting, and distributing documents for filing in office filing system; 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. Interview, hire, train, and direct student workers and/or other staff, as assigned, including advising on new procedures, coordinating information, shifting work to accommodate workload needs.
7. Provide requested information for operational and technical reports by researching departmental files and records, recording, retrieving data, compiling data/statistics and organizing and presenting information in professional format, which may include tables, charts and graphs.
8. Prepare special reports, summaries, or replies to inquiries, researching and selecting relevant information from a variety of sources, such as reports, documents, other offices, computerized databases etc.
9. Maintain inventory, supplies, and equipment for office and/or department/unit.
10. Maintain confidentiality in communicating sensitive information and in handling confidential materials such as departmental records and files.
11. If not performed by campus business center, may assist with business functions such as make department purchases, collect and deposit departmental cash, manage departmental or office budgets within unit by maintaining budget records and requesting budget transfers, monitoring expenses of related departments and producing financial reports and summaries.
12. Perform related duties as assigned.

Minimum Acceptable Qualifications:

1. High school graduation.
2. Seven years of office support experience of increasing responsibility including three years of supervision. Bachelor's degree and three years, or combination of experience, specialized training and higher education equal to seven years.
3. Comprehensive knowledge of office procedures and practices.
4. Ability to establish and maintain effective working relationships with faculty, staff, students and the general public.

5. Keyboarding and comprehensive computer skills, such as word processing, e-mail, internet, spreadsheets, database management, and software applications, as required by department.
6. Effective written and oral communication skills.
7. Organizational and analytical skills.
8. Supervisory skills including the ability to instruct, direct, and evaluate work of others.
9. Dictation, speed writing, and/or dictaphone skills if required by department.
10. Knowledge of bookkeeping and accounting methods if required by department.

Additional Desirable Qualifications:

1. Experience in a college/university environment.
2. Office management experience.
3. Advanced bookkeeping and computer skills.
4. Additional related training or education.

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.