



## Administration Job Family: **Administrative Assistant Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity.

### GENERIC JOB PROFILE SUMMARIES

Administrative Assistant I INDIVIDUAL CONTRIBUTOR	Administrative Assistant II INDIVIDUAL CONTRIBUTOR	Administrative Assistant III INDIVIDUAL CONTRIBUTOR	Administrative Assistant IV INDIVIDUAL CONTRIBUTOR	Administrative Assistant V INDIVIDUAL CONTRIBUTOR
Field, screen and redirect telephone and walk in routine inquiries; greets visitors; provides routine information with limits.	Field, screen and redirect telephone and walk in routine inquiries; provide general information.	Field, screen, redirect and respond to telephone and walk in standard inquiries; answer questions independently, serve as reference for policies and procedures; refer complex inquiries to others.	Respond to complex telephone and walk in inquiries; distribute informational forms and documents with instructions; respond to routine and non-routine inquiries; serves as reference for policies and procedures; contact individuals inside and outside of University on highly confidential matters.	Respond to complex and non-routine inquiries; advise on policies and procedures; contact individuals inside and outside of University on highly confidential matters.
Provides general word processing; copies, collates and assembles materials.	Prepare routine correspondence; maintain electronic files; copy, collate, assemble, and distribute materials.	Draft routine correspondence; merge files to produce letters, etc.; assemble materials for complex reports; may coordinate submission of articles; maintain list servs.	Independently answer correspondence; independently compose and draft forms; format/prepare complex documents; create and maintain list servs.	Compose difficult/sensitive correspondence requiring high degree of initiative, judgment, originality, and knowledge.
		Assist in maintaining office equipment inventory system; troubleshoot department equipment.	Maintain office equipment inventory system; oversee and troubleshoot department equipment.	Oversee office equipment inventory system and department equipment
Maintains established files and record keeping system; may enter data into databases and retrieve data.	Maintain established files and record keeping system; enter data into databases and retrieves data; use technology to gather data.	Sets up and maintain filing system and maintain databases; design simple spreadsheets & materials from variety of information systems.	Create and formulate moderately complex spreadsheets, develop databases & materials from variety of information systems.	Independently develop and initiate materials; create and formulate complex spreadsheets, develop databases & materials from variety of information systems.

Administrative Assistant I INDIVIDUAL CONTRIBUTOR	Administrative Assistant II INDIVIDUAL CONTRIBUTOR	Administrative Assistant III INDIVIDUAL CONTRIBUTOR	Administrative Assistant IV INDIVIDUAL CONTRIBUTOR	Administrative Assistant V INDIVIDUAL CONTRIBUTOR
Open, sort, and route mail.	Open, sort, screen, and route mail.	Open, screen, route, and respond to routine mail.	Respond to routine and non-routine mail inquiries.	Respond to non-routine mail inquiries.
Schedule routine appointments using an electronic calendar.	Schedule appointments, routine meetings, and locations and maintains electronic calendars based on specific instruction.	Schedule appointments, meetings and locations within general guidelines using an electronic calendar; attend meeting and, prepare note.	Schedule appointments, meetings and locations using an electronic calendar; plan and schedule w/o consultation; arrange programs/events; attend meetings and prepare notes, follow up as necessary; independently compile materials for meetings.	Schedule non-routine appointments, meetings and locations using an electronic calendar; plan and schedule w/o consultation; arrange programs/events; plan and schedule work for office support; participate in meetings as a representative of dept., research and prepare materials.
	Makes simple travel arrangements with specifications; may submit for travel reimbursements.	Make simple and somewhat complex travel arrangements; prepare and submits travel reimbursements.	Arrange details of complicated travel plans involving lengthy trips; prepare travel schedule, itinerary and appointment contacts.	Schedule and make arrangements for complex travel; prepare travel schedule, itinerary and appointment contacts.
		Provide program/project support; assist in preparing materials; maintain program/project calendars.	Provide program/project support; prepare materials and assist in managing timelines and tasks; manage the program/project calendar.	Prepare program/project timelines and tasks; may be responsible for small projects.
	Assist with programs/projects including registration, scheduling presenters, food & beverage, collating program materials, etc.	Assist with programs/projects including registration, scheduling presenters, logistics, accommodation requests, food & beverage, marketing materials, program materials, etc.	Coordinate programs/projects including registration, scheduling presenters, logistics, accommodation requests, food & beverage, marketing materials, program materials, troubleshoot issues, etc.	Oversee and assist in developing programs/projects marketing materials, program materials, troubleshoot complex issues, etc.
		Maintain and update pages within a content management system according to pre-established schedules; make changes to the website as directed.	Maintain and update pages within a content management system according to pre-established schedules; make changes to the website as directed; review website to catch bugs, correct errors and typos, fix broken links and cross-link new resources to relevant pre-existing pages; may create templates of approved website layouts.	Maintain and update pages within a content management system; make changes to the website as needed; create templates of approved website layouts.

Administrative Assistant I INDIVIDUAL CONTRIBUTOR	Administrative Assistant II INDIVIDUAL CONTRIBUTOR	Administrative Assistant III INDIVIDUAL CONTRIBUTOR	Administrative Assistant IV INDIVIDUAL CONTRIBUTOR	Administrative Assistant V INDIVIDUAL CONTRIBUTOR
	May edit content to Faculty support sites, course web sites, employee sites and publication/newsletters.	May update social media pages; edit and add content to Faculty support sites, course web sites, employee sites and publication/newsletters.	Update and contribute to social media pages; edit and add content to Faculty support sites, course web sites, employee sites and publication/newsletters.	Contribute to social media pages; add content to Faculty support sites, course web sites, employee sites and publication/newsletters.
		Assist with coordination of applications, interviews, and evaluation process to include search process and student applications.	Coordinate applications, interview, and evaluation process and may track academic appointments.	Provide support for staff and faculty searches; coordinates annual performance evaluations and may track academic appointments.
				May act as Team Lead for the office.
<b>An Administrative Assistant may have duties supportive of functions such as Finance, IT, HR, Facilities, etc. included, but not limited to:</b>				
	Review accuracy of assigned charges; order supplies within guidelines; may assist with travel reimbursements.	Assist with processing charges, P-Card purchases, fund transfers and travel reimbursements.	Monitor department budget for expenses and balances; investigate discrepancies; process charges, P-Card purchases, travel reimbursements; may assist with grant preparation.	May assist in planning budgets; responsible for preparing, controlling, justifying, analyzing, interpreting budget; may prepare grant budget and assist with grant preparation.
Order office supplies using online software.	Order office supplies using online software.	Order office supplies and maintain inventory using online software.		
		Serve as back up payroll approver for online time collection.	Serve as back up payroll approver for online time collection.	Serve as payroll approver for online time collection.
		Assist in maintaining office equipment inventory system.	Maintain office equipment inventory system; assists with capital equipment procurement function.	Oversee office equipment inventory system; oversee a capital equipment procurement function.
		May answer computer-related questions from faculty, staff and students concerning hardware and software.	May answer computer-related questions from faculty, staff and students concerning hardware and software.	May answer computer-related questions from faculty, staff and students concerning hardware and software.

## JOB FACTOR PROFILE TABLE

FACTOR PROFILE	10013 ADMINISTRATIVE ASSISTANT I, BAND A	10014 ADMINISTRATIVE ASSISTANT II, BAND B	10015 ADMINISTRATIVE ASSISTANT III, BAND C	10016 ADMINISTRATIVE ASSISTANT IV, BAND D	10017 ADMINISTRATIVE ASSISTANT V, BAND E
<b>MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY</b>	High School Diploma and up to 1 year relevant experience or equivalent combination	High School Diploma and up to 2 years relevant experience or equivalent combination	High School Diploma and 2 to 4 years relevant experience or equivalent combination	Associate's degree and 2 to 4 years relevant experience or equivalent combination	Associate's degree and 4 to 6 years relevant experience or equivalent combination
<b>IMPACT</b>	Affects immediate department	Extends beyond department	Extends beyond department	Extend beyond college/unit	Extend beyond college/unit
<b>CONTACTS - INSIDE</b>	Assists others Cooperation of task completion	Assists others Cooperation of task completion	Coordinate activities Contribute to group projects	Coordinate activities Contribute to group projects	Provide guidance or instruction
<b>CONTACTS - OUTSIDE</b>	Straightforward business Provide factual information Handle confidential information	Straightforward business Provide factual information Handle confidential information	Straightforward business Provide factual information Handle confidential information	Conduct somewhat complex business activities Obtain involved information Provide detailed response	Conduct somewhat complex business activities Obtain involved information Provide detailed response
<b>CONTACTS - STUDENTS</b>	Deals with confidential information such as grades, financial records, etc	Deals with confidential information such as grades, financial records, etc	Deals with confidential information such as grades, financial records, etc	Deals with confidential information such as grades, financial records, etc	Deals with confidential information such as grades, financial records, etc

<b>FACTOR PROFILE</b>	<b>10013 ADMINISTRATIVE ASSISTANT I, BAND A</b>	<b>10014 ADMINISTRATIVE ASSISTANT II, BAND B</b>	<b>10015 ADMINISTRATIVE ASSISTANT III, BAND C</b>	<b>10016 ADMINISTRATIVE ASSISTANT IV, BAND D</b>	<b>10017 ADMINISTRATIVE ASSISTANT V, BAND E</b>
<b>SUPERVISION</b>	None given	Students Temporaries On-the-job training	Students Temporaries On-the-job training	Students Temporaries On-the-job training	Group leader/Team Lead Full responsibility for students, temporaries, and employees who do similar work Includes recommendations for hiring and performance appraisals
<b>COMPLEXITY</b>	Tasks related to one specific area of work	Entire field tasks	Focus on an entire field	Focus on an entire field	Focus on an entire field and related areas
<b>LEVEL OF DECISION MAKING</b>	Responsible for routine decisions within limits prescribed by established policies or by supervisor	Responsible for routine decisions within limits prescribed by established policies or by supervisor	Responsible for making some decisions which require consideration of various criteria.	Responsible for making some decisions which require consideration of various criteria.	Responsible for assisting, contributing to and influencing decisions on setting policies and/or procedures, research, planning and development activities
<b>FREEDOM OF ACTION</b>	General supervision Proceeds alone on regular tasks Refers questionable situations to supervisor	General supervision Proceeds alone on regular tasks Refers questionable situations to supervisor	Very general supervision Resolve most problems Accomplish most tasks alone Keep supervisor informed of progress	Very general supervision Resolve most problems Accomplish most tasks alone Keep supervisor informed of progress	Little guidance to accomplish work activities Rarely refers situations to the supervisor
<b>SUPPORT SKILLS – WRITING</b>	Provides standard responses to inquiries	Provides standard responses to inquiries	Provides a non-standard response or prepares written material that requires some research	Provides a non-standard response or prepares written material that requires some research	Provides a response for which few prototypes exist or prepare written information that requires extensive research
<b>SUPPORT SKILLS – COMPUTER</b>	Uses business or technical programs for data input or word processing to create documents or reports	Uses a variety of business or technical programs to complete information management or production tasks	Uses a variety of business or technical programs to complete information management or production tasks	Uses a variety of business or technical programs to complete information management or production tasks	Uses a variety of business or technical programs to complete information management or production tasks

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<b>WORKING CONDITIONS - PHYSICAL</b>	Lift less than 10 lbs.	Lift less than 10 lbs.	Lift less than 10 lbs.	Lift less than 10 lbs.	Lift less than 10 lbs.
<b>WORKING CONDITIONS - VISUAL</b>	Close concentration and visual attention	Close concentration and visual attention	Close concentration and visual attention	Close concentration and visual attention	Close concentration and visual attention
<b>WORKING CONDITIONS - HAZARD</b>	Normal working conditions including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required.	Normal working conditions including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required.	Normal working conditions including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required.	Normal working conditions including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required.	Normal working conditions including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required.