

Administrative Support Job Family Matrix

Duties/responsibilities listed below are examples and not intended to be an exhaustive list. Select the level that best describes the work to be performed.

Administrative Support					
	Administrative Specialist I	Administrative Specialist II	Administrative Specialist III	Administrative Support Supervisor	Executive Assistant I - IV
Job Summary	Provides standard & routine clerical & administrative support which may include word processing, data entry, ordering supplies, opening & sorting mail, copying, filing, faxing, answering phones, greeting visitors, providing information, &/or scheduling meetings. Performs other duties as assigned.	Provides a variety of clerical & administrative support which may include drafting & typing letters, reports, charts, graphs, etc. using word processing, spreadsheet, database, &/or presentation software; basic bookkeeping; screening calls & visitors; preparing agendas & making arrangements including travel, etc. for meetings & special events; &/or managing supervisor's &/or dept calendar. Performs other duties as assigned.	Coordinates administrative processes & prioritizes, directs, & responds to business matters involving administrative functions associated with education, research, &/or operations. Creates & maintains associated documents, spreadsheets, databases, meetings, special events, etc. & alerts supervisor of critical issues & upcoming events. Performs other duties as assigned.	The Administrative Support Supervisor is responsible for supervising the activities of support level personnel within an assigned department or program. Position interviews, hires, plans, and directs the activities of subordinate employees by establishing work schedules, assigning specific duties, providing detailed instructions, and monitoring and reviewing work on a regular basis to ensure adherence to instructions, deadlines, proper procedures, and the delivery of services. Researches and analyzes data pertinent to work programs and agency goals and objectives and prepares reports explaining findings. Assists in budget preparation and monitors budget throughout the budget cycle. Performs other duties as assigned.	Coordinates a broad variety of administrative processes & activities such as database, budget, & HR - maintenance & reporting; communications including website design; & management of supervisor(s) &/or dept's multiple calendars & events. Reviews administrative work procedures, policies & operational methods; identifies & documents as applicable: Standard Operating Procedures (SOPs); best practices; appropriate filing & audit mechanisms; financial & performance metrics reporting; & regulatory & compliance systems. Provides high level of administrative support to the top level executive: Exec Asst I - Department Chairperson; Exec Asst II - Asst/Assoc VC; Asst/Assoc Dean; Exec Asst III - VC, Dean & Institute Heads; Exec Asst IV - Chancellor and Provost. Performs other duties as assigned.
Areas of Responsibilities, Education & Experience					
Areas of Responsibility	Coordination & administration of at least 1 of the following: Budget & Financial Human Resources Clinical Services IT Services Communications & Outreach Regulatory Compliance Facilities & Safety Strategic Planning Faculty Support Student Support Grants & Contracts		Coordination & administration of at least 2 of the following: Budget & Financial Human Resources Clinical Services IT Services Communications & Outreach Regulatory Compliance Facilities & Safety Strategic Planning Faculty Support Student Support Grants & Contracts		
Work Complexity	EE uses initiative & an intermediate knowledge of skills, methods & practices & chooses appropriate alternatives from among pre-defined policies & procedures to complete mainly routine work that involves standard problems & decisions.		EE uses an advanced knowledge of skills, methods & practices & some innovation, analysis, & reasoning to choose appropriate alternatives from among pre-defined policies & procedures to complete work that includes successive steps & involves some non-routine problems &/or decisions.		
Documents & Databases	Prepares & types form letters, simple memos, emails, labels, routine correspondence, etc. Types, copies &/or distributes reports, proposals, presentations, etc. Proofs for spelling & grammar. Enters information into spreadsheets & databases. May run standard reports.	Prepares manuscripts, grants, scientific, technical &/or statistical documents, etc.; proofs for spelling & grammar. Enters information into spreadsheets &/or databases & may create equations &/or compile routine reports, statistics, tables, charts, etc. from readily available information.	Independently responds to & composes correspondence. May create & maintain standard spreadsheets &/or databases & prepares queries, reports, statistics, tables, charts, etc. based on information compiled from various sources; determines format, elements, trends, etc.	Based on analysis, research, &/or knowledge of subject matter, professional field &/or topic, prepares & compiles correspondence, reports, etc. May create &/or maintain complex spreadsheets &/or databases &/or reports, queries, charts, etc. based on supervisor's information objectives.	

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Budget & Financial	Maintains inventory & orders supplies; resolves payment & delivery problems. Processes petty cash, travel & parking reimbursements, grant expenses, invoice payments, etc. May balance accounts.	Processes accounts payables &/or receivables; verifies income &/or expense; resolves discrepancies & over/under budget problems, etc. May enter, track, & maintain documentation & logs of financial transactions ensuring that charges have posted to appropriate accounts. May assist with reconciliation of accounts; reviewing budget statements, investigating & resolving discrepancies & preparation of budget reports & spreadsheets. May complete routine payroll actions.	Approves appropriate expenses, purchases & reimbursements per budget. Creates & maintains financial records which may include preparing forms; verifying appropriateness & accuracy of charges; processing & reconciling expenses, accounting transfers, &/or appropriation changes; updating financial transaction spreadsheets & databases. Generates summary reports & statistics. May process routine payroll actions. May maintain accounting balances for grants/contracts.	Administers budgets for awards &/or dept which may include approving purchases, reimbursements &/or orders; processing accounting transfers, appropriation & funding changes, deposits, & payroll; &/or completing journal entries. Creates & monitors budget statements & verifies that charges are accurate & posted to the appropriate account. Reconciles accounts & resolves discrepancies &/or outstanding encumbrances. Assists in balancing accounts at close of fiscal year & preparation of annual budget. May administer budgets &/or accounting balances for multiple awards.	Approves appropriate expenses, purchases & reimbursements per budget. Creates & maintains financial records which may include preparing forms; verifying appropriateness & accuracy of charges; processing & reconciling expenses, accounting transfers, &/or appropriation changes; updating financial transaction spreadsheets & databases. Generates summary reports & statistics. May process routine payroll actions. May maintain accounting balances for grants/contracts.
HR	May prepares forms & verifies information.	Processes a limited variety of routine HR transactions & provides information on HR procedures.	Initiates full range of HR actions such as new employee dept orientation; resolves hiring, termination, etc. processing problems; drafts job descriptions; explains HR procedures.	Coordinates administration of HR actions from hiring to termination. May support staff &/or academic searches; recommend & implement changes to administration of HR procedures for unit/dept.	Initiates full range of HR actions such as new employee dept orientation; resolves hiring, termination, etc. processing problems; drafts job descriptions; explains HR procedures.
Coordination	Makes appointments & may complete registration & travel arrangements. May schedule rooms & arrange for routine technology & refreshments for meetings.	Coordinates supervisor's &/or dept calendar including registration & travel. Coordinates events which may include scheduling rooms &/or guest speaker & arranging for routine materials, technology & refreshments.	May manage supervisor's &/or dept calendar including registration & travel. Organizes & coordinates events which may include creating timelines; collecting agenda items & background materials; creating registrant profiles; coordinating complex itineraries involving domestic &/or international travel, etc. May prepare annual event, conference &/or meeting budget; verify invoices & expense reports; &/or reconcile to budget.	Manages supervisor's &/or dept calendar which may include complex scheduling arrangements involving multiple parties & conferences, international travel, etc.; sets-up & cancels meetings based on knowledge of subject & attendees. Coordinates large scale &/or complex events & ensures that all logistics such as advertising, registration, speakers, international travel arrangements, venues, catering, technology, etc. have been completed.	
Contacts	Answers phones, routes callers, takes messages, greets visitors, responds to inquiries, requests & provides routine information. Contacts repair personnel as requested for copy machine, lab equipment, etc.	Provides information via phone, e-mail, mail, etc. May represent supervisor in routine/standard situations with various levels of personnel both internally & externally.	Screens & prioritizes incoming calls. Responds to inquiries & may provide basic interpretation of policies & procedures. Researches information to resolve problems or issues.	Represents the dept, program or project with various levels of personnel both internally & externally managing & facilitating confidential &/or critical information; responds to unanticipated & complex issues.	Screens & prioritizes incoming calls. Responds to inquiries & may provide basic interpretation of policies & procedures. Researches information to resolve problems or issues.
Student Services	Provides information on courses, general requirements & policies & procedures; processes forms; sets-up & maintain records; reviews forms for completeness, etc. May be responsible for class schedules, registration, proctor exams &/or coordinate copyright clearance.	Guides students through admissions process; advises students of major/minor requirements; reviews student files/records for academic progress & referral; applies knowledge of federal & state regulations; interprets existing policies & procedures; etc.	Provides a variety of administrative support for student services such as recruitment; admissions; applications; curriculum; program evaluation; recommending alternatives for course requirements, etc. Reviews administrative processes & procedures regarding student services & recommends changes.	Coordinates student recruitment & admissions process; reviews & prioritizes applications; refers students to appropriate resources; counsels students regarding alternatives for course requirements; participates in evaluation of program & curriculum planning; recommends & implements administrative & procedural changes.	

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Supervision	May coordinate work of temporary &/or work-study students.	May coordinate work of receptionists, program assts, temporary/work-study students, etc.	May coordinate work of receptionists, program assts, temporary/work-study students, research/clerical assts, interns, etc.	May coordinate work of receptionists, program assts, temporary/work-study students, clerical assts, interns, etc.	May coordinate work of receptionists, program assts, temporary/work-study students, clerical assts, interns, etc.
Min Ed	HS diploma or equivalent	HS diploma or equivalent	HS diploma or equivalent	HS diploma or equivalent; plus 1 year of specialized training or college	HS diploma or equivalent
Min Exp		2 yrs adm support	3 yrs adm support	4 yrs adm support, including 1 year in a supervisory or leadership capacity	6 yrs adm support
Skills	Basic knowledge of microsoft office, email, and other office equipment	Intermediate knowledge of microsoft office, email, and other office equipment	Intermediate knowledge of microsoft office, email, and other office equipment	Advanced knowledge of microsoft office, email, and other office equipment	Advanced knowledge of microsoft office, email, and other office equipment
Levels of Supervision	Supervisor provides objectives, detailed deadlines & general instructions. Work is reviewed for technical accuracy & compliance with instructions, practice, policy & procedures. EE meets frequently with supervisor to obtain instructions regarding general phases of work & in some cases as to specific details.		Supervisor provides objectives, deadlines & specific instructions only for new, difficult, &/or unusual work. Work is reviewed upon completion & only occasionally to verify technical accuracy & compliance with practice, policy, & procedures. EE completes majority of activities without direction & informs supervisor of on-going progress &/or potentially controversial matters.		

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