The Office & Administrative Support Level Guide provides a general outline of the Basic Function and Responsibility, Characteristic Duties and Responsibilities, as well as Qualifications for each of the following jobs:

Office Assistant I  Office Associate I
Office Assistant II  Office Associate II

This level guide is intended to indicate the kinds of tasks and levels of work complexity that are typically required of jobs given each title and shall not be construed as declaring what the specific duties and responsibilities of any particular job shall be.

As with all jobs, there are several additional factors utilized to determine the assignment of a job. These factors include, but are not limited to:

**PRIMARY DUTY/SCOPE**
The primary duty is identified as the principal, main, major or most important duty that the job performs. Determination of a job’s primary duty must be based on all the facts in a particular case, with the major emphasis on the character of the job as a whole.

**ORGANIZATIONAL STRUCTURE**
The formal arrangement of jobs within the organization.

**MAGNITUDE AND INTENSITY OF IMPACT**
The scope and impact of the job as it directly relates to the immediate functional area(s), as well as to the unit and/or campus.

**INTERNAL/EXTERNAL INTERACTIONS (COMMUNICATIONS)**
The nature of interpersonal communications required of the job that may be both inside and outside the immediate functional area(s). It appraises the extent to which the job requires coordination of effort to achieve end results.

**PROBLEM SOLVING/DECISION MAKING (COMPLEXITY)**
The degree to which primary duties and actions taken in this job are directed by established policies, procedures, precedence, and supervision. The accessibility of such direction and availability of alternatives from which to choose is also considered.

**KNOWLEDGE, SKILLS AND ABILITIES**
The scope of knowledge required for job success. Consideration is given to the nature and extent of information and facts that the job must understand about procedures, practices, theories, principles, and concepts.
CLASSIFICATION TITLE: Office Assistant L1  
CLASSIFICATION CODE: 49241408

WORKING TITLE: Office Assistant I  
BENCHMARK CODE: AB04H

BASIC FUNCTION AND RESPONSIBILITY:

Under close supervision, perform routine office tasks, following prescribed procedures, requiring limited knowledge of systems or procedures.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Sort and distribute mail;
- Perform basic computer data entry;
- Review operational forms for accuracy and completeness;
- Greet visitors and answer telephones, route calls and take messages;
- Participate in the filing of various materials in an established file system;
- Maintain various records and logs;
- Utilize computer, calculator and other standard office equipment to record, store and retrieve information.
- May type routine correspondence or materials from draft or specific instructions.

QUALIFICATIONS:

A high school education or GED.

Some general office experience may be required.

Ability to type a minimum word per minute level may be required.
CLASSIFICATION TITLE: Office Assistant L2
WORKING TITLE: Office Assistant II

CLASSIFICATION CODE: 49241409
BENCHMARK CODE: AB06H

BASIC FUNCTION AND RESPONSIBILITY:
Under general supervision, perform routine and non-routine office tasks requiring a limited knowledge of departmental policies, procedures and systems. Exercise limited discretion in determining priority/order of completion of some work assignments.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:
- Type correspondence and other materials from verbal/written instructions or dictation;
- Open, read and determine routing of incoming mail;
- Maintain, compile and compute basic/standardized statistical, numerical and/or computerized reports, following established formats and procedures;
- Receive, classify, reconcile, consolidate, and/or summarize information;
- Contact others outside immediate work area to answer written and verbal inquiries and exchange information following established guidelines.
- Perform moderately complex data entry; and maintain office supply inventory;
- May generate and maintain confidential files and reports utilizing a business system for moderately complex tasks;
- Utilize computer, calculator and other standard office equipment to record, store and retrieve information.

QUALIFICATIONS:
A high school education or GED.
Minimum of two years general office experience.
Ability to type a minimum word per minute level may be required.

Effective 3/1/06
CLASSIFICATION TITLE: Office Associate
WORKING TITLE: Office Associate I
CLASSIFICATION CODE: 49242409
BENCHMARK CODE: AB13H

BASIC FUNCTION AND RESPONSIBILITY:
Under limited supervision, perform a wide variety of office tasks requiring a general knowledge of policies, procedures and systems. Exercise limited discretion in determining priority/order of completion of work assignments. Handle matters of a non-complex nature to conserve supervisor's time.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:
- Type correspondence and other materials from draft, copy, direct instruction, or dictation;
- Take and transcribe minutes of conferences and meetings;
- Maintain, compile and computer minimally to moderately complex statistical, numerical and/or computerized reports;
- Contact others outside the immediate work area to answer written and verbal inquires and exchange information following established guidelines, which requires minimal interpretation of policy and/or procedure;
- Organize and maintain specialized filing systems of official, business, personal, and confidential materials;
- Schedule and confirm appointments, meetings and travel arrangements as directed, resolve complex scheduling issues as needed;
- May assist with monitoring and maintaining department budget, business planning, and related planning functions.

QUALIFICATIONS:
A high school education or GED.
Minimum of four years general office experience.
Ability to type a minimum word per minute level may be required.
CLASSIFICATION TITLE: Admin Bus Op Associate (Clk)  
CLASSIFICATION CODE: 49242400

WORKING TITLE: Office Associate II  
BENCHMARK CODE: AB14H

BASIC FUNCTION AND RESPONSIBILITY:

Under limited supervision, perform a wide variety of office tasks requiring a thorough knowledge of policies, procedures and systems. Exercise discretion in determining priority/order of completion of work assignments. Handle matters of a moderately complex nature to conserve supervisor's time.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Type correspondence and other materials from draft, copy, direct instruction, or dictation;
- Take and transcribe minutes of conferences and meetings;
- Contact others outside the immediate work area to exchange information and interpret department administrative policies and procedures;
- Design, implement, organize and maintain specialized filing systems of official, business, personal, and confidential materials;
- Schedule and confirm appointments, meetings and travel arrangements as directed, resolve complex scheduling issues as needed;
- Research, compile, and maintain complex statistical, numerical and/or computerized reports; prepare moderate to complex analyses of requested information or data;
- Independently plan, organize and implement office related activities pertinent to the area of responsibility;
- Evaluate current/proposed policies, procedures, and processes pertinent to office support and/or program operations to determine their effectiveness; recommend modifications and improvements;
- Monitor and maintain department budget, business planning, and related planning functions, which may include assisting in the formulation of the department budget;
- May provide work direction, including training, to other office support staff.

QUALIFICATIONS:

A high school education or GED.

Minimum of five years* increasingly responsible administrative support experience.

* May consider no more than two years of post secondary education as one year of administrative experience.

Ability to type a minimum word per minute level may be required.

Effective 3/1/06