

**POSITION ROLE STATEMENT: Office Assistant Job Family**
**Role Purpose:** Responsible for the completion of detailed tasks and processes.

**Initial Completion Date:**

07/22/2013

**Revision Date(s):**

Title: Office Assistant I	Work Environment	Scope, Effect & Contacts	Supervisory Control	Education/Experience	Knowledge / Skills / Abilities
<b>Summary</b> <ul style="list-style-type: none"> <li>Works under close supervision to perform routine tasks. There is no discretionary authority or independent responsibility for office services provided.</li> <li>Assignments are given by the supervisor and checked by supervisor for completeness and accuracy.</li> </ul>	Everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or university vehicles.  Examples of these include, but are not limited to, the use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations and traffic signals, etc.	Performs routine tasks involving few procedures.  Works with staff in the same division and/or with members of the general public.  Obtains information from the caller or visitor so the caller or visitor can be directed to the appropriate personnel.	Works under direct supervision.  The supervisor provides specific assignments that are accompanied by detailed and specific instructions.  Work assignments are checked for completeness and accuracy.	Post high school education preferred.  Some clerical experience preferred or related education. Knowledge of office methods and equipment.  Ability to understand and follow oral and written directions; ability to index and alphabetize accurately and ability to work cooperatively with others.  Experience working with word processing and spreadsheet software a plus. Must be customer service and team oriented.	Knowledge about simple, routine or repetitive tasks or operations which typically includes following step-by-step instructions.  Opens, sorts and distributes mail, assembles mailings, answers phones and sorts and files documents.  Operates standard office machines.

Title: Office Assistant II	Work Environment	Scope, Effect & Contacts	Supervisory Control	Education/Experience	Knowledge / Skills / Abilities
<b>Summary</b> Ability to perform all functions of the Office assistant I and <ul style="list-style-type: none"> <li>Performs a variety of detailed tasks that are routine and repetitive.</li> <li>Typically this position allows incumbent the opportunity to learn policies, procedures, and equipment operations related to a particular office.</li> </ul>	Everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or university vehicles.  Examples of these include, but are not limited to, the use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations and traffic signals, etc.	Performs routine and repetitive operations.  Works with staff in the same division and/or with members of the general public.  Clarifies the purpose of the call or visit and directs to the appropriate personnel.	Works under direct supervision to perform routine tasks.  The work is closely controlled either by the structured nature of the work or by the supervisor's review.	Post high school education preferred.  One year of clerical experience or related education preferred.  Experience working with computer database systems, word processing and spreadsheet software preferred. Must be customer service and team oriented.	Perform general clerical work and learn office operations, procedures and equipment.  Types form letters from rough drafts.  Perform routine reception functions, provides general information, answers inquiries and gives standard answers by phone on in person.  Prepares forms and verifies information and enters data onto a computer database.

Title: Office Assistant III	Work Environment	Scope, Effect & Contacts	Supervisory Control	Education/Experience	Knowledge / Skills / Abilities
<p><b>Major Job Functions</b> Ability to perform all functions of the Office assistant I and II and</p> <ul style="list-style-type: none"> <li>• Perform clerical tasks typically involving more than a one-step process.</li> <li>• Fully understand a department function.</li> <li>• May explain department's policies and procedures.</li> </ul>	<p>Everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or university vehicles.</p> <p>Examples of these include, but are not limited to, the use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations and traffic signals, etc.</p>	<p>Carries out assigned duties involving a few tasks or procedures and may provide general information to the public.</p> <p>Works with staff in the same division or with members of the general public.</p> <p>Clarifies why the caller or visitor is in contact with the department and then obtains, clarifies or gives information.</p>	<p>Works under direct supervision to perform operations that typically involve more than a one-step process.</p> <p>Tasks are standardized.</p> <p>Guidelines are detailed and situations that do not apply to the guidelines are referred to the supervisor.</p> <p>Processes routine requests independently and solves problems involving a few concrete variables in standardized situations.</p> <p>Completed work is reviewed by supervisor for accuracy and adherence to instructions or procedures.</p>	<p>Post high school education preferred.</p> <p>Training or experience equivalent to one year of clerical work experience or related education.</p> <p>Knowledge of general office procedures and ability to explain routine regulations.</p> <p>Experience working with computer database systems, word processing and spreadsheet software.</p> <p>Must be customer service and team oriented.</p>	<p>Basic or commonly used office and administrative/academic procedures.</p> <p>Presents information to students, faculty or staff and the general public.</p> <p>Provides reception, typing, timekeeping, and/or filing services for the office, and maintains the department's records.</p>

Title: Office Assistant IV	Work Environment	Scope, Effect & Contacts	Supervisory Control	Education/Experience	Knowledge / Skills / Abilities
<p><b>Major Job Functions</b> Ability to perform all functions of the Office assistant I, II, III and</p> <ul style="list-style-type: none"> <li>• Perform a variety of duties.</li> <li>• Ensure deadlines are met.</li> <li>• Carry out and coordinates many different procedures in support of the department.</li> </ul>	<p>Everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or university vehicles.</p> <p>Examples of these include, but are not limited to, the use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations and traffic signals, etc.</p>	<p>Carry out specific and varied procedures.</p> <p>The work affects the accuracy and reliability of further processes.</p> <p>Works with individuals or groups from outside the department.</p> <p>May identify and locate the appropriate person to contact. The purpose and extent of each contact is different and the Office Assistant IV identifies and locates the appropriate person to contact.</p>	<p>Works under direct supervision.</p> <p>Supervisor provides assignments and determines deadlines and priorities.</p> <p>Uses initiative in carrying out the recurring work of the department independently, referring only problems or unfamiliar situations to supervisors for assistance.</p> <p>Supervisor assures that finished work is accurate and in compliance with instructions and established procedures.</p> <p>May assign and check the work of student assistants.</p>	<p>Post high school education preferred. Training or experience equivalent of two years of clerical experience or related education.</p> <p>Thorough and comprehensive knowledge of office procedures, practices and methods, and the ability to interpret needs and take the appropriate course of actions.</p> <p>Experience working with computer database systems, word processing and spreadsheet software.</p> <p>Must be customer service and team oriented.</p>	<p>Sufficient knowledge of functional area(s) where the exercise of judgement is limited to applying applicable policies, procedures, regulations and program objectives to inquiries and requests.</p> <p>Work involves various related steps, processes or methods.</p> <p>Collects and compiles data for required reports and creates reports; posts or logs information manually or electronically and decides on appropriate action and follow up on related processes when a minor problem or inconsistency occurs.</p> <p>Performs data entry functions.</p>

Title: Office Assistant V	Work Environment	Scope, Effect & Contacts	Supervisory Control	Education/Experience	Knowledge / Skills / Abilities
<p><b>Major Job Functions</b> Ability to perform all functions of the Office assistant I through IV and</p> <ul style="list-style-type: none"> <li>Performs a variety of clerical and administrative duties ranging from routine to moderately complex.</li> <li>Information is gathered from readily available sources and routine reports are compiled and prepared.</li> </ul>	<p>Everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or university vehicles.</p> <p>Examples of these include, but are not limited to, the use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations and traffic signals, etc.</p>	<p>Work involves more than one function or activity.</p> <p>In limited subject areas, judgment is required to determine the appropriate guidelines or policies to use for specific cases or problems.</p> <p>Works with individuals or groups from outside the department. May identify and locate the appropriate person to contact.</p> <p>The purpose and extent of each contact is different. Identifies and locates the appropriate person to contact.</p>	<p>Works under direct supervision</p> <p>Assignments are given in terms of subject area with specific objectives, deadlines and possible problems identified.</p> <p>Guidelines may include university, departmental policies and procedures, as well as relevant rules and regulations.</p> <p>Completed work is reviewed for accuracy, appropriateness and conformance to established policy.</p> <p>May assign and check the work of student assistants.</p>	<p>Post high school education preferred.</p> <p>Training or experience equivalent to three years of increasingly responsible work experience or related education.</p> <p>Ability to analyze needs and implement appropriate office procedures.</p> <p>Familiarity with applicable USF policies and procedures or ability to learn and interpret them.</p> <p>Experience working with computer database systems, word processing and spreadsheet software.</p> <p>Must be customer service and team oriented.</p>	<p>Serves as a reference on a procedure or policy.</p> <p>May advise other staff of appropriate procedures to use for the particular area he/she serves as a reference for.</p> <p>Responsible for coordinating different procedures, each may involve numerous steps, and for follow-up on several different record keeping functions.</p>

Title: Office Assistant VI	Work Environment	Scope, Effect & Contacts	Supervisory Control	Education/Experience	Knowledge / Skills / Abilities
<p><b>Major Job Functions</b> Ability to perform all functions of the Office Assistant I through V and</p> <ul style="list-style-type: none"> <li>Support a department or unit by performing a variety of moderately complex to difficult tasks within one or more administrative functions.</li> <li>Provides guidance and interpretation on policies and procedures.</li> <li>May hire, train and arrange work and time schedules for student assistants.</li> <li>May train and direct the work of junior level staff, checking work for accuracy.</li> </ul>	<p>Everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or university vehicles.</p> <p>Examples of these include, but are not limited to, the use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations and traffic signals, etc.</p>	<p>Develops contacts inside and outside of the university and works with contacts to anticipate future needs and changes.</p> <p>May design forms and other necessary paperwork to implement these changes.</p> <p>Maintains or supervises the maintenance of a variety of office files, records, with cross-indices for rapid reference.</p> <p>Works independently and within a team on special and ongoing projects to plan, coordinate or advise on projects or resolve operating problems.</p> <p>Acts as a liaison with other departments and outside agencies.</p>	<p>Works under general supervision.</p> <p>The supervisor determines the objectives and deadlines of the work and assists the staff member with special assignments.</p> <p>Plans and carries out the work and handles problems and deviations in accordance with established instructions.</p> <p>May hire, train and arrange work and time schedules for student assistants</p> <p>May train and direct the work of junior level staff, checking work for accuracy.</p>	<p>Post high school education preferred.</p> <p>Training or experience equivalent to four years of increasingly responsible work experience or related education.</p> <p>Ability to delegate, train and motivate students and junior level staff.</p> <p>Demonstrate familiarity or ability to learn and interpret policies and procedures.</p> <p>Advanced experience working with computer database systems, word processing and spreadsheet software.</p> <p>Must be customer service and team oriented.</p>	<p>Requires knowledge of the policies and program goals to perform non-routine assignments and handle problems and deviations in accordance with established instructions, guidelines, or program goals.</p> <p>Specific procedures are carried out that affects the accuracy and reliability of further processes.</p> <p>Coordinates his/her work with the work of other departments and gathers information from one or many sources.</p> <p>Creates complex, technical and/or statistical reports and explains policies to students or others.</p> <p>Completes specific technical tasks ( i.e. database management and payroll information preparation).</p> <p>Serves as a liaison to university committees and outside agencies.</p>

Title: Office Assistant VII	Work Environment	Scope, Effect & Contacts	Supervisory Control	Education/Experience	Knowledge / Skills / Abilities
<p><b>Major Job Functions</b> Ability to perform all functions of the Office Assistant I through VI and</p> <ul style="list-style-type: none"> <li>Provides comprehensive administrative support for an organizational unit or department, including resolving the most complex operating problems.</li> <li>May have supervisory responsibility for several administrative functions and accountability for the work of junior level staff.</li> <li>Hires, supervises and trains student assistants</li> <li>May supervise and train junior level staff.</li> <li>Determines unit procedures, methods and policy applications required for the operation of the unit or department.</li> <li>May act on the behalf of the manager in his/her absence.</li> </ul>	<p>Everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or university vehicles.</p> <p>Examples of these include, but are not limited to, the use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations and traffic signals, etc.</p>	<p>Serves a department by identifying and resolving various problems and situations that affect the efficient flow of work between departments or outside agencies.</p> <p>This includes preparation of documents for the university or outside organizations and on-line input of payroll data information, electronic timecards etc.</p> <p>Often acts as a liaison between the university and outside agencies.</p> <p>Identifies and resolves operating problems.</p> <p>Contacts are of a varied nature including contacts with staff at an executive level.</p> <p>Serves on division and university-wide committees.</p>	<p>Works under minimal supervision.</p> <p>The Office Assistant VII and supervisor jointly determine the department objectives and set project deadlines.</p> <p>May resolve issues in the absence of the manager.</p> <p>May hire, supervise and train a large number of student assistants and may train and direct the work of junior level staff as well as arrange work and time schedules</p>	<p>Post high school education preferred.</p> <p>Training or experience equivalent to five years of increasingly responsible work experience in a senior support role or related education.</p> <p>Previous supervisory experience.</p> <p>Ability to work with minimum supervision.</p> <p>Ability to initiate action and discussion with peers inside and outside the university to bring about required changes.</p> <p>Advanced experience working with computer database systems, word processing and spreadsheet software.</p> <p>Must be customer service and team oriented.</p>	<p>Advanced knowledge about administrative concepts, principles and practices.</p> <p>Work is performed independently.</p> <p>Handles diverse situations and uses written and unwritten policies and practices in addition to judgment to resolve conflicts and concerns.</p> <p>Utilizes the latest office products and technology.</p> <p>May do desktop publishing and web design.</p> <p>Monitors, evaluates and recommends policies to maintain compliance with university policies and governmental regulations.</p> <p>Monitors selected budget items for departmental budgets. (i.e. expenses and fund transfers)</p> <p>Plans and facilitates all aspects for conferences/meetings.</p>

Title: Office Assistant VIII Student Services Advisor (Specific to Student Services specifically financial aid and registration functions)	Work Environment	Scope, Effect & Contacts	Supervisory Control	Education/Experience	Knowledge / Skills / Abilities
<p><b>Major Job Functions</b> Ability to perform all functions of the Office assistant VII and</p> <ul style="list-style-type: none"> <li>Provides advice and assistance to students, faculty and staff and representatives of outside agencies regarding enrollment and student financial services.</li> <li>This typically requires both the application of a wide breadth of knowledge and excellent judgment in using the principles, techniques, standards, guides and professional skills characteristic of the Student Services function.</li> </ul>	<p>Everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or university vehicles.</p> <p>Examples of these include, but are not limited to, the use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations and traffic signals, etc.</p>	<p>Serves the Student Services function by identifying and resolving various problems and situations that affect the efficient flow of work between departments or outside agencies.</p> <p>This includes accomplishing any of the following: obtaining factual information on which recommendations, decisions or other action can be based; explaining the basis for recommendations, decisions or actions, assisting prospective and current students in planning and organizing their educational activities.</p> <p>In addition to identifying and resolving operating problems, the Office Assistant VIII (Student Services Advisor) establishes and maintains cooperative working relationships with prospective and current students, faculty and staff and outside public and private agencies.</p> <p>Serves on division and university-wide committees.</p>	<p>Works under minimal supervision.</p> <p>Makes informed decisions when matters are covered by regulations, procedures and establish parameters.</p> <p>Use judgment and discretion to act when precedents do not exist.</p> <p>May hire, supervise and train a large number of student assistants and may train and direct the work of junior level staff as well as arrange work and time schedules</p>	<p>BA or equivalent.</p> <p>Training or experience equivalent to four years of increasingly responsible work experience in a senior support role or related education.</p> <p>Previous supervisory experience. Ability to work with minimum supervision.</p> <p>Ability to initiate action and discussion with peers inside and outside the university to bring about required changes.</p> <p>Advanced experience working with computer database systems, word processing and spreadsheet software.</p> <p>Must be customer service and team oriented.</p>	<p>Has knowledge of the methods and problems encountered in the student services area; knowledge of research and interviewing techniques, the ability to interpret and apply program rules and regulations, the ability to gather and analyze data, the ability to reason logically, draw valid conclusions and make appropriate recommendations, and the ability to present clear and concise information orally and in writing.</p> <p>For example, information is provided to prospective and current students on application procedures, availability of funds, eligibility requirements, impact to funds with registration changes and repayment schedules.</p>

*The above provides a general description of the major job functions for this job. Peripheral tasks may not be represented. Additional duties and requirements may be assigned as necessary.*