

## Sample Position Description

### General Position Information:

<b>Classification Title:</b>	Secretary	<b>Months Per Year:</b>	12
<b>Working Title</b>	Operations Assistant	<b>Hours Per Year:</b>	1820
<b>Pay Grade:</b>	5	<b>Work Schedule:</b>	7 hrs
<b>Position Type:</b>	Clerical 21	<b>Supervisor:</b>	R. Flyer
<b>Benefit Status:</b>	Full Benefits	<b>Titles reporting to this position:</b>	None
<b>Labor Distribution Fund:</b>	9XXXXX	<b>Timesheet Queue:</b>	TXXXXC

### Position Summary – Briefly summarize (2 to 3 sentences) the primary purpose of this position:

Under the supervision of the Director, the Operations Assistant is responsible for assisting in the management of front desk operations. As part of his/her responsibilities, the Operations Assistant will serve as the receptionist for the area, assist guests and customers, maintain appointment schedules, type correspondence, order office supplies, answer telephones, monitor security systems, manage key/card inventory and distribution, and manage room assignment and office closings. The Operations Assistant is essential to building safety and guest policy enforcement and is the primary contact in the area for all customers.

### Minimum Qualifications:

- High school diploma or GED
- Three years of administrative support experience such as answering telephone calls, assisting guests, providing directions, addressing customer concerns and monitoring lobby for the safety of guests
- One year of customer service experience supporting customers
- Strong written communication skills
- Data entry experience
- Proficiency in Microsoft Office applications including Word, Excel, and PowerPoint

### Preferred Qualifications:

- One year of experience working in higher education
- Three plus years of successful administrative support experience such as answering telephone calls, assisting guests, providing directions, addressing customer concerns and monitoring lobby for the safety of guests
- Two plus years demonstrated successful experience serving customers
- Previous experience maintaining key/card access files
- Previous experience maintaining room assignment rosters
- Demonstrated experience responding to customer concerns with empathy and professionalism
- Previous experience monitoring alarm systems and ensuring building safety
- Accurate data entry skills
- Demonstrated proficiency with Google Docs
- Effective organizational skills
- Effective interpersonal communication skills
- Demonstrated successful experience working and collaborating with various constituents
- High degree of accuracy and attention to detail

- Must be able to demonstrate previous experience handling multiple tasks/projects, setting priorities and meeting deadlines while maintaining a high level of performance
- Must be able to demonstrate previous experience handling sensitive information in a confidential manner

**Duties and Responsibilities:**

<b>% of time</b>	<b>Duties/Responsibilities</b>
35%	<b>(Customer Service and Guest Care)</b> Answer all incoming telephone calls in a polite, responsible, and professional manner. Transfer calls, when necessary. Log and inventory all packages received. Maintain a customer service-oriented atmosphere. Assist all guests and vendors by answering questions, providing directions and addressing concerns. Assist in the controlled atmosphere of the area by monitoring the lobby and guests. Observe all security monitors and alarm systems for emergencies and disturbances. Contact appropriate personnel (department Coordinators, Director, Assistants, Manager, and Public Safety) in the event of a disturbance or emergency. Monitor door access system utilizing the appropriate computer program. Reset doors and clear alarms.
25%	<b>(General Administrative Office Duties)</b> Assist the department Coordinators and the Director in administratively managing the University's conduct process. Communicate information regarding desk operations to the desk staff on the next shift as necessary for a smooth transition. Ensure that the office area is kept neat and organized. Understand and abide by the policies and procedures set forth in the desk manual kept at each desk.
20%	<b>(Key/card management and Inventory)</b> Maintain accurate records of file keys/cards and key/card distribution, utilizing the department e-system to check keys/cards in and out. Input charges through the department e-system for temporary or lost cards/keys. Order lock changes through Facilities Management and follow the lock change process to completion. Inventory file keys/cards daily and distribute file keys/cards in exchange for valid ID.
15%	<b>(Room Assignments/Office Closings)</b> Manage room change process within the area. Maintain accurate room assignment rosters through the department e-system. Assist the department Coordinators and Director in opening designated office areas in August and January and closing the appropriate office areas in December and May.
5%	<b>(Other Duties as assigned)</b> Perform other duties as assigned by the department Coordinators, Director, or Manager.

**Physical Requirements:**

<b>Work in noisy (above 85 decibels) areas:</b> No
<b>Sedentary Work – Exerting 10 pounds:</b> Daily
<b>Medium Work - Exerting up to 20 pounds:</b> Occasionally
<b>Heavy Work – Exerting 50-100 pounds:</b> Seldom
<b>Very Heavy Work – Exerting in excess of 100 pounds:</b> Never
<b>Kneeling:</b> Daily
<b>Crouching:</b> Daily
<b>Crawling:</b> Not Required
<b>Climbing:</b> Not Required
<b>Balancing:</b> Daily
<b>Lifting:</b> Frequently
<b>Carrying:</b> Occasionally

**Pushing:** Frequently

**Pulling:** Frequently

**Reaching:** Daily

**Handling:** Daily

**Fingering:** Daily

**Sitting:** Daily

**Standing:** Occasionally

**Talking:** Daily

**Hearing:** Daily

**Walking:** Occasionally

**Vision - Ability to distinguish similar colors, depth perception, close vision:** Daily

**Outdoors Work:** Spends approximately 75% or more time indoors