

Administrative Job Family Outline

Below are typical responsibilities held by administrative staff at various levels throughout the University. This information can be used by Tufts managers, faculty and staff to create job descriptions. Factors that determine actual title/level include mix of responsibilities, structure/staffing/size of the department and reporting relationships.

Office Assistant	Secretary or Office Assistant II	Staff Assistant	Administrative Assistant
<p>30-40% <i>Performs general office support duties:</i></p>	<p>20-30% <i>Performs general office support duties:</i></p>	<p>10-20% <i>Miscellaneous office duties:</i></p>	<p>15-25% <i>May supervise other administrative staff such as staff assistants, secretaries; may hire and supervise student workers:</i></p>
- Sorts and distributes mail	- Screens and distributes mail, organizes & maintains files	- Screens, sorts and distributes mail; may respond to routine correspondence	- Delegates work; makes sure tasks are completed in a timely manner
- Files department records/documents according to established guidelines	- Maintains and organizes office supplies	- Organizes and maintains departmental files	- Hires student workers; participates in the hiring of other office staff
- Photocopies, faxes, or collates material	- May train and supervise student workers	- Orders and maintains office supplies	- Monitors performance and provides feedback to manager; may conduct performance reviews
- Maintains department supplies		- May hire and supervise student workers and track/report hours worked	- May monitor and report hours worked for office staff and maintains records of staff and/or faculty activity
			- May provide oversight of day to day office operations
<p>30-40% <i>Answers telephones and greets visitors:</i></p>	<p>20-30% <i>Serves as department contact for customers (students, parents, faculty, other university departments, etc.):</i></p>	<p>20-30% <i>Serves as department liaison for customers (students, parents, faculty, other university departments, etc.):</i></p>	<p>30-40% <i>Serves as department contact and resource for customers (students, parents, faculty, administrators, etc.):</i></p>
- Responds to questions from customers (students, parents, faculty, other university departments, etc) about department activities, policies, or procedures	- Answers questions and provides information concerning the department or refers the customer to the appropriate person	- Acts as the contact person for customers by answering questions and providing information	- Acts as the staff contact person for internal & external constituents; responds to questions or requests for information; communicates on behalf of the dept chair or other university official
- Direct telephone calls or visitors to appropriate contact if unable to answer question	- Uses knowledge of the department/university to answer phone and mail inquiries	- Makes day to day decisions, requiring knowledge of Department/University policies and procedures	- Applies, explains and implements policies and procedures that require knowledge of office, department, and university practices
	- Solves general problems for the customer	- Refers customer to appropriate contact and follows up to make sure the problem is resolved	- Regularly works with or provides confidential information; exercises discretion concerning its dissemination
	- May serve as receptionist for the department by greeting visitors and responding to telephone calls	- May handle confidential student and employee information	- May work with or serve on a variety of committees; collect agenda items, prepare and disseminate agendas; prepare minutes; follow-up on action items with committee members
<p>10-20% <i>Word processing for department:</i></p>	<p>30-50% <i>Word processes various documents for department:</i></p>	<p>20-40% <i>Produces a variety of complex documents, reports or proposals for the department:</i></p>	<p>20-30% <i>Produces a wide variety of departmental reports, literature, handbooks, web content, etc.:</i></p>
- Performs basic word processing of documents, reports, schedules for department using standard software	- Prepares documents, reports, syllabi, brochures or other material for department in a timely manner, using word processing software	- Gathers and verifies information and statistics; may conduct web, library or telephone research	- Researches, organizes, and compiles information for specialized reports
	- Proofreads and edits documents for spelling and grammar	- Compiles documents or reports, using information from various sources	- Coordinates and produces course bulletins, publicity for events, recruitment materials, etc.

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	- May maintain department databases	- Designs reports, proposals, flyers, or other communications using advanced word processing, layout and graphic functions	- Participates in developing and maintaining department web site
		- Drafts, produces, proofreads, edits, and word processes memos, correspondence, or other documents	
		- May update department web site	
20-40% <i>Data entry/record keeping using departmental databases or spreadsheets:</i>	10-20% <i>Meeting, special events and travel planning:</i>	10-20% <i>Meeting, event, and travel planning:</i>	10-20% <i>Coordinates program or project activities:</i>
- Inputs information such as mailing lists, budget reports, faculty data, etc. into databases or spreadsheets.	- Schedules appointments and maintains calendars for department	- Coordinates, plans dates, invitations and logistical support, orders food, supplies and materials	- Plans, coordinates & implements program activities, projects, or special events sponsored by or related to the department
- Verifies information for accuracy	- Assists with coordination of special events	- Makes travel arrangements, serves as contact person for attendees	- Schedules and coordinates a variety of activities that may include attracting speakers, arranging space & services (e.g. dining, media, etc) or coordinating schedules or itineraries
	- Provides logistical support such as room reservations, ordering food, etc.	- Keeps appointment books and calendars for department	
	10-20% <i>Assists with budget or expense reports:</i>	10-20% <i>Monitors department or grant budgets:</i>	20-30% <i>Responsible for departmental budget:</i>
	- Records department expenses, production expense reports and spreadsheets	- Maintains and balances accounts, monitors expenses, may make budget projections, uses spreadsheet software	- Monitors and tracks department budget
	- May have limited authority to approve requisitions or purchases	- Calculates and files expense reports	- Performs analysis, projections; makes recommendations about budgets; produce spreadsheets reports as requested
		- Serves as contact with budget or accounting personnel	- May assist in the development of department or grant budgets
		- Approves requisitions for department expenses	- Oversees purchasing for the office/department
		20-30% <i>Manage department database:</i>	20-30% <i>Provides complex and varied administrative support for Dept Chair, Dean or university official:</i>
		- Maintains, updates, and modifies department databases	- Schedules meetings and appointments; maintains a complex calendar
		- Manages the input of data	- Coordinates and schedules a variety of activities to support office operations
		- Produces and distributes reports from the database	- Prioritizes calls and correspondence and briefs the manager on items needing his/her immediate and/or personal attention
			- Compose and word process correspondence, reports, and

educational material

- Provides general office support e.g. filing, phone, reception

Competencies

Office Assistant	Secretary	Staff Assistant	Administrative Assistant
<p><i>1. Expertise: Requisite skills for the position; sharing of expertise; support of others in learning and skill building; pride in work; commitment to professional development</i></p> <p>Position requires general clerical skills, basic word processing and data entry. Good organizational and interpersonal skills.</p>	<p><i>1. Expertise: Requisite skills for the position; sharing of expertise; support of others in learning and skill building; pride in work; commitment to professional development</i></p> <p>This position requires a thorough knowledge of word processing, basic proofreading, editing and data entry, and proficiency with spreadsheets. Should have knowledge of general office procedures, strong organizational skills, and customer service focus.</p>	<p><i>1. Expertise: Requisite skills for the position; sharing of expertise; support of others in learning and skill building; pride in work; commitment to professional development</i></p> <p>Must possess knowledge of general office procedures and advanced word processing, editing layout, and graphic functions. The incumbent should have general knowledge of other computer applications in the MS Office Suite. The position requires general bookkeeping and strong organizational skills.</p>	<p><i>1. Expertise: Requisite skills for the position; sharing of expertise; support of others in learning and skill building; pride in work; commitment to professional development</i></p> <p>Incumbent must possess strong office technical skills including word processing, editing, spreadsheets and/or databases. Must be able to learn independently and to translate that knowledge into sound office practices. Must have excellent verbal and written communication skills. This individual creates a supportive learning environment for other office support staff.</p>
<p><i>2. Interaction with Others: Demonstrated communication skills; openness to different viewpoints; respect shown for others; collaboration on joint projects & decisions; ability to give & receive candid and helpful feedback</i></p> <p>Good telephone skills, ability to work with a diverse population of students, faculty and staff.</p>	<p><i>2. Interaction with Others: Demonstrated communication skills; openness to different viewpoints; respect shown for others; collaboration on joint projects & decisions; ability to give & receive candid and helpful feedback</i></p> <p>Must be able to work effectively as a member of team. Ability to work with a diverse population of students, faculty, and staff. Ability to handle problems and concerns, referring issues to the chair or supervisor as needed. Strong communication skills, in person and over the phone. Good listening skills.</p>	<p><i>2. Interaction with Others: Demonstrated communication skills; openness to different viewpoints; respect shown for others; collaboration on joint projects & decisions; ability to give & receive candid and helpful feedback</i></p> <p>Must be able to work effectively as a member of team. Ability to work with a diverse population of students, faculty, and staff. Ability to handle student problems and concerns, referring issues to the chair or department manager as need. Professional demeanor both over the phone and in person. Good listening skills.</p>	<p><i>2. Interaction with Others: Demonstrated communication skills; openness to different viewpoints; respect shown for others; collaboration on joint projects & decisions; ability to give & receive candid and helpful feedback</i></p> <p>Must work effectively as a member of team. Ability to work with a diverse population of students and faculty. Ability to handle student or customer problems and concerns, referring issues to the chair/supervisor or other functional areas as needed. Professional demeanor both over the phone and in person; ability to resolve conflict. Good listening skills.</p>
<p><i>3. Continuous Improvement/Customer Focus: Measurable improvement made in systems or processes; attention to and focus on customer satisfaction; system efficiency; effective and appropriate relationships with customers; innovation and creativity; commitment to generating new solutions & ideas</i></p> <p>Maintains positive relationships with student, faculty, and staff contacts, learns new clerical and office automation skills.</p>	<p><i>3. Continuous Improvement/Customer Focus: Measurable improvement made in systems or processes; attention to and focus on customer satisfaction; system efficiency; effective and appropriate relationships with customers; innovation and creativity; commitment to generating new solutions & ideas</i></p> <p>Maintain positive relationships with contacts from university departments; develops new skills and knowledge of office automation software, increases knowledge of university policies and procedures. Offer suggestions for process improvements. Demonstrate strong customer service skills.</p>	<p><i>3. Continuous Improvement/Customer Focus: Measurable improvement made in systems or processes; attention to and focus on customer satisfaction; system efficiency; effective and appropriate relationships with customers; innovation and creativity; commitment to generating new solutions & ideas</i></p> <p>Develop positive relationships with contacts from university departments; looks for new ways to improve efficiency of department; develops new skills and knowledge of office automation software, increases knowledge of university policies and procedures.</p>	<p><i>3. Continuous Improvement/Customer Focus: Measurable improvement made in systems or processes; attention to and focus on customer satisfaction; system efficiency; effective and appropriate relationships with customers; innovation and creativity; commitment to generating new solutions & ideas</i></p> <p>Develop positive relationships with contacts from university departments; looks for new ways to improve efficiency of department; develops new skills and knowledge of office automation software, increases knowledge of university policies and procedures.</p>

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<p><i>4. Resourcefulness and Results: The ability to work effectively in a variety of situations; demonstrating good work habits, flexibility & initiative; using multiple resources to achieve desired results; seeking input & assessing risks when decision making; committing to getting things done</i></p> <p>Ability to perform a variety of tasks simultaneously; knows where and when to seek guidance and advice. Pays attention to detail and takes pride in quality of work.</p>	<p><i>4. Resourcefulness and Results: The ability to work effectively in a variety of situations; demonstrating good work habits, flexibility & initiative; using multiple resources to achieve desired results; seeking input & assessing risks when decision making; committing to getting things done</i></p> <p>Ability to perform multiple tasks simultaneously, knows when to ask for direction, understands where and when to refer customers with difficult situations. Meets deadlines; seeks guidance and input but also able to work well on own; attention to detail; pride in quality of work.</p>	<p><i>4. Resourcefulness and Results: The ability to work effectively in a variety of situations; demonstrating good work habits, flexibility & initiative; using multiple resources to achieve desired results; seeking input & assessing risks when decision making; committing to getting things done</i></p> <p>Ability to prioritize and perform multiple tasks simultaneously, understands what resources in the department and university to use to resolve issues. Take initiative to ensure deadlines are met; seek guidance and input but also able to work well on own; attention to detail; pride in quality of work</p>	<p><i>4. Resourcefulness and Results: The ability to work effectively in a variety of situations; demonstrating good work habits, flexibility & initiative; using multiple resources to achieve desired results; seeking input & assessing risks when decision making; committing to getting things done</i></p> <p>Ability to prioritize and perform multiple tasks simultaneously ability to delegate work to other staff when appropriate. Understands what resources in the department and university to use to resolve student or staff issues. Takes initiative to ensure deadlines are met; seeks guidance and input but also able to work well on own.</p>
<p><i>5. Leadership: Model desired behavior for position; act as a catalyst for change through positive energy. (For management positions refer to the Leadership Competency Model.)</i></p> <p>Shares knowledge with co-workers, students and other customers, willing take on new tasks and functions.</p>	<p><i>5. Leadership: Model desired behavior for position; act as a catalyst for change through positive energy. (For management positions refer to the Leadership Competency Model.)</i></p> <p>Shares knowledge with co-workers, customers and constituents; may provide supervision to student workers</p>	<p><i>5. Leadership: Model desired behavior for position; act as a catalyst for change through positive energy. (For management positions refer to the Leadership Competency Model.)</i></p> <p>Provides guidance and advice to new hires and fellow staff members, helps train and manage student workers.</p>	<p><i>5. Leadership: Model desired behavior for position; act as a catalyst for change through positive energy. (For management positions refer to the Leadership Competency Model.)</i></p> <p>Provides training and direction to other staff and student workers, assures that the department or office is run effectively and efficiently</p>