

DRAFT – December 21, 2017

ADMINISTRATIVE JOB FAMILY – ADMINISTRATIVE ASSISTANT

JOB FAMILY CONCEPT:

The Administrative job family is responsible for supporting, coordinating, supervising, managing, or directing administrative activities and operations in support of programs, projects, departments, schools, colleges, or institutes. Administrative roles perform, lead, supervise, or manage a broad range of administrative, program, technical, clerical, or office support activities. This includes but is not limited to grants and contracts, financial services, human resources, student services, and general administrative, medical or academic areas.

Administrative roles support the management of the University of Tennessee and may provide professional administrative expertise by supporting, coordinating, researching, recommending, and implementing overall administrative initiatives. The Administrative job family is designed to cover a broad cross section of administrative functions where a general knowledge base is required. Positions specializing in a particular functional area should be classified in the functional job family if available.

ADMINISTRATIVE ASSISTANT

The Administrative Assistant role provides administrative support for a unit by performing a variety of tasks following established policies and procedures that may include but are not limited to budget and finance, human resources, procurement, medicine, website maintenance, facilities and supply management, communications, compliance, faculty affairs, student affairs, and events/conferences. This role may provide support to a senior level staff position.

The **Administrative Assistant** role is distinguished from the **Administrative Professional** role in that it is responsible for carrying out office/administrative tasks.

Conversely, the **Administrative Professional** role demonstrates a level of expertise in one or more areas and is responsible for the interpretation and application of broad policies and procedures. **Administrative Professional** roles often work for a specialized area to coordinate program/project functions.

The competencies for the **Administrative Assistant** role are usually gained through specialized or on-the-job training whereas the **Administrative Professional** role typically requires knowledge and experience in a non-clerical program or specialty area specific to the position responsibilities.

ADMINISTRATIVE ASSISTANT 1

Typical Functions

Provides administrative, academic, logistical, human resources, travel, student, technical, and/or financial support for a variety of routine administrative functions. Responds to routine questions. Processes various documents. Answers phone and email inquiries and provides front-line customer service. Provides basic support to projects and programs. Compile and prepare reports, folders, and charts. Maintains office supply inventory. May collect payments and verify billing information. May provide assistance to students. May enter basic information to human resources, financial, or student information systems. May supervise student workers.

Complexity and Decision Making Authority

Provides basic, routine support for the assigned functional area. Work is closely monitored by supervisor. Tasks are generally routine, well-defined, and standardized in nature.

Knowledge, Skills, and Abilities

Interpersonal and communication skills. Ability to work effectively with a wide range of constituents in a diverse community. Record maintenance skills. Ability to solve problems.

DRAFT – December 21, 2017

Education/Experience

High school graduation or the equivalent.

ADMINISTRATIVE ASSISTANT 2

Typical Functions

Provides administrative, academic, logistical, human resources, payroll, travel, student, technical, and/or financial support for a variety of moderately complex administrative functions. Drafts correspondence on behalf of supervisor. Schedules and organizes meetings including recording and distributing minutes. Maintains reports, documentation, and operational or procedural manuals. Updates and submits communication materials for review. Arranges logistic requirements, which may include securing space for class sessions, exams, and meetings. Receives, reviews, and ensures compliance with the accuracy/completeness of data, documents, and reports. Enters and extracts more complex information from human resources, financial, or student information systems. Monitor budgets. May assist with preparation of promotion and tenure materials. May provide administrative support to searches. May supervise student workers or provide work direction to staff.

Complexity and Decision Making Authority

Employee performs assigned tasks, and follows established policies and procedures; may set priorities and organize work within general guidelines established by supervisor/manager.

Knowledge, Skills, and Abilities

Knowledge of related policies and procedures. Ability to gather data, compile information, and prepare reports. Ability to research, analyze, and solve problems. Ability to use tact and discretion when dealing with a variety of issues.

Education/Experience

High school graduation or the equivalent and two years relevant office experience, or an equivalent combination of training and experience.

ADMINISTRATIVE ASSISTANT 3

Typical Functions

Provides administrative, academic, logistical, human resources, payroll, travel, student, technical, and/or financial support for a variety of complex administrative functions. Provides financial support for the unit including payroll, budgeting, reconciling, purchasing, and contracts. Coordinate onboarding of new employees. Coordinates program or supervisor's calendar, including creating and distributing agendas. Initiates correspondence on behalf of supervisor. Tracks and compiles data, and researches and prepares reports. Interacts with supply vendors and serves as point of contact for space, equipment, or facility issues. Coordinates with IT staff to develop resources in response to technical needs or to resolve problems. Provides administrative support to searches. May coach others and provide work direction, or supervise other support staff. May deliver training. May coordinate promotion and tenure process.

Complexity and Decision Making Authority

Work is performed within established guidelines. Decisions include how to carry out work in varying circumstances by interpreting individual situations and determining which guidelines are most effective out of those available.

Knowledge, Skills, and Abilities

Knowledge of the promotion and tenure process. Advanced research and problem solving skills. Ability to deliver training. Ability to analyze data, prepare reports, and make recommendations for solutions.

DRAFT – December 21, 2017

Education/Experience

High school graduation or the equivalent and four years relevant office experience, or an equivalent combination of training and experience.

ADMINISTRATIVE ASSISTANT 4

Typical Functions

Provides advanced administrative, academic, human resources, and financial support for large unit/units including creating and maintaining position descriptions, processing employee hire/change paperwork and payroll, preparing budgets, reconciling accounts, purchasing, and contract management. Coordinate all phases of events. Supervises and develops procedures for office activities. Implements changes to procedures based on policy or technology changes. Manages program or supervisor's calendar. Creates and maintains schedules. Arranges and assesses training needs, which may include the creation and delivery of training. Supervise unit staff. May assist with logistics for faculty and staff searches.

Complexity and Decision Making Authority

Applies broader aspects of established practices and procedures to situations not falling clearly within the limitations of accepted practices.

Knowledge, Skills, and Abilities

Ability to create and assess training presentations. Advanced research and problem solving skills.

Education/Experience

High school graduation or the equivalent and five years relevant office experience, or an equivalent combination of training and experience.

ADMINISTRATIVE ASSISTANT 5

Typical Functions

Works with senior level staff to anticipate their needs, proactively solve problems, and/or independently handle issues in order to increase the time the supervisor has available for executive level responsibilities. Provides advanced administrative, academic, human resources, and financial support for multiple large units or units with large circle of influence. Provides customer service to high-level internal and external stakeholders. Manages the supervisor's schedule, which often requires coordination with other administrative staff. Responds to requests and follows up with others on behalf of supervisor. Decides which appointments to make, and which to refer elsewhere. Advises supervisor of potentially controversial matters or other key issues. Coordinates high-level, high-profile meeting logistics. Prepares materials for meetings and advises supervisor of items of importance for each meeting. Responsible for confidential and time sensitive materials. Provides input into development of new policies. Prepares both routine and advanced correspondence and reports for use in the decision making process. Works with conflicting situations that require multi-tasking and analysis of best possible solutions and outcomes. Provides work direction or acts as a liaison to administrative staff in multiple units, and may supervise staff in own unit.

Complexity and Decision Making Authority

Works across campus or University in the capacity of an expert resource for the area their supervisor's area of expertise. Decisions impact unit or campus and may contribute to decisions that impact system. Significant latitude is given to this level to complete tasks.

DRAFT – December 21, 2017

Knowledge, Skills, and Abilities

Ability to analyze complex situations and create innovative solutions to confidential, and often times, conflicting or unique situations. Ability to analyze data, prepare reports, and make sound recommendations for solutions. Significant attention to detail skills.

Education/Experience

High school graduation or the equivalent and six years relevant office experience, or an equivalent combination of training and experience.