Job Description for Administrative Support Assistant II
Office of Alumni Relations

This position is a full-time Administrative Support position which provides a full range of moderate to complex clerical/secretarial work assignments in support of the Director of Alumni Relations. The incumbent reports directly to the Director of Alumni Relations but interacts with a wide range of staff, faculty, students, alumni and community leaders. At times, the employee will be expected to provide leadership in training and development of student assistants. However, the employee is primarily responsible only for her own work. Work often involves front line contacts with a variety of campus and community individuals requiring active problem solving and effective interpersonal skills. Some early morning, evening and weekend work is required.

Also includes:

- A full range of moderate to complex clerical and secretarial assignments involving the use of judgement and discretion.
- Projects are of moderate scope and complexity, such as completion of small to medium sized projects.
- Day to day work is performed with general instruction, including new or unusual assignments. Independence and initiative occasionally required.
- Proofread letters and documents
- May help set priorities for student assistants, but primarily accountable for own work.
- Assignments are varied involving the regular use of judgment and discretion.
- Course of action guided by interpretation of policy and procedures.
- Practical, thorough and creative solutions are developed.
- Assignments and projects often involve coordinating with other work groups to gather routine information or solve problems.
- Knowledge of applicable university infrastructure, policies, and procedures.
- Thorough knowledge of office methods, procedures and practices.
- Fluency in using standard office software packages.
- Thorough knowledge of English grammar, punctuation, and spelling.
- Ability to learn, interpret independently, and apply a variety of complex policies and
procedures.

- Ability to identify deviations from applicable policies.

- Ability to perform standard arithmetic functions of a transactional nature, including tracking and comparing data.

- Excellent oral and written communications skills.

- Machines and equipment used in the performance of the duties:
  - Computer, including the WEB
  - FAX
  - Telephone
  - Copier

Provide General Office Support:
  - Process standard and electronic mail
  - Prepare and compose correspondence, reports, etc
  - Create / Maintain standard & electronic files and records
  - Take, draft and distribute minutes of committee meetings
  - Coordinate, schedule and arrange meetings & events
  - Coordinate travel & other arrangements
  - Order and maintain supplies
  - Troubleshoot office technology problems & systems of a limited scope
  - Maintain and update Alumni Association Calendar
  - Maintain and update Director’s rolodex
  - Assist with events; name tags and RSVP’s

Information Gathering & Analysis:
  - Maintain, gather and analyze data for various purposes:
    - Dept activities (e.g. meetings, donor database)
    - Programs & Events (e.g. Alumni Awards, Tailgates)
    - Financial data (e.g. record keeping, GRT, PO’s)
  - Compile & prepare reports: (e.g.)
  - Use and maintain standard office automation software at intermediate to advanced level of proficiency
    - Word processing  Spreadsheet  Database  Desktop Publishing

Communication and Interaction with Others:
  - Contacts include students, staff, faculty, alumni, board members and community leaders to ensure the membership and related activities are conducted in a professional, diplomatic, sensitive and confidential manner.

Administrative Support and Office Coordination:
  - Maintain established office procedures and provide training to student assistants (as applicable) on a continuous basis.
Organize and arrange special events (E.g. board retreats)