

WASHINGTON STATE UNIVERSITY
Sample Job Duties

Position Title

Employee Type	CS-Civil Service
Title	Office Assistant 3/100J
Pay Rate	M
Pay Range	31
Function/General Scope	<p>Under general supervision, independently perform a variety of complex clerical projects and assignments such as preparing reports, preparing, reviewing, verifying and processing fiscal documents and/or financial records, composing correspondence such as transmittals and responses to frequent requests for information, establishing manual or electronic recordkeeping/filing systems and/or data base files, and responding to inquiries requiring substantive knowledge of office/departmental policies and procedures.</p> <p>Positions may perform specialized complex word processing tasks in a word processing unit or complex rapid data inquiry and/or entry functions. Assignments and projects are of a complex nature. Independent performance of complex clerical assignments requires substantive knowledge of a variety of regulations, rules, policies, procedures, processes, materials, or equipment. Problems are resolved by choosing from established procedures and/or devising work methods. Guidance is available for new or unusual situations. Deviation from established parameters requires approval. Work is periodically reviewed to verify compliance with established policies and procedures.</p> <p>Positions typically provide work direction to lower level staff and may assist in training new staff.</p>

Position Details

Position Summary	<p>The Office Assistant 3 provides complex clerical support and reception duties. Duties include performing complex scheduling tasks utilizing electronic calendars; coordinating travel logistics; creating and/or drafting letters, memos, agendas, travel itineraries, fliers, reports etc.; developing and/or maintaining spreadsheets, databases, and record keeping systems; and providing assistance with event planning. Additionally this position serves the initial friendly, welcoming, and efficient contact for the office; routes phone calls, faxes, and visitors to the appropriate person.</p>
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% of Time	Essential Function	Job Function	Duties
35	Yes	Administrative Support	<ul style="list-style-type: none"> -Provides complex clerical support to professional staff with special emphasis on supporting the Assistant to the Dean and Associate Deans. -Performs complex scheduling tasks in support of the Associate Deans; schedules appointments and meetings etc. -Coordinates the use of the conference rooms; arranges for conference calls, projectors, monitors etc. as necessary. -Coordinates logistical details of travel for staff; prepares and processes related paperwork.
35	Yes	General Clerical Support	<ul style="list-style-type: none"> -Creates and/or drafts a wide array of electronic documents for the staff such as letters, memos, fliers, agendas etc. -Develops, monitor and/or maintains a variety of databases and spreadsheets; performs data entry; prepares related reports as requested. -Assists the staff with all logistical details of event planning. -Maintains, modifies and/or develops hardcopy and electronic filing systems according to university retention schedules. -Processes and distributes incoming mail and faxes; prepares and sends outgoing mail and faxes as requested. -Copies, sorts, and distributes documents as requested to staff and other campus departments.
25	Yes	Reception	<ul style="list-style-type: none"> -Serves as the primary receptionist; having daily contact with the public, donors, office of senior administrators, college departments and other university offices. -Receives incoming phone calls; determines priority and forwards to proper person for action. -Responds to inquiries regarding services, policies and processes both in person and via email. -Greets and directs visitors to the office including staff, faculty, students and the public.

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5	No	Other	<ul style="list-style-type: none"> -May direct student and hourly workers. -Performs other related duties as required.
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Supervisory/Lead Responsibilities

Incumbents may lead or direct the work of lower support staff and temporary hourly/student employees.

Position Qualifications

Classification Requirements	High School graduation or equivalent and two years of clerical experience; OR equivalent education/experience.
Position Specific Qualifications	
Preferred Qualifications	<ul style="list-style-type: none"> -Demonstrated computer skills including proficiency with Microsoft Office applications including Word, Excel, Access, and Outlook. -Experience providing reception at a busy office. -Bachelor's degree or Associates degree in a relevant field.