

OFFICE SUPPORT SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date	Last Action
0845	Office Support Assistant	04	594	6 mo.	05/01/19	Rev.
0846	Office Support Associate	04	594	6 mo.	05/01/19	Rev.
3243	Office Support Specialist	04	594	6 mo.	05/01/19	Rev.
3266	Office Manager	04	594	6 mo.	05/01/19	Rev.
3253	Office Administrator	04	594	6 mo.	05/01/19	Rev.

Promotional Line: 49

Series Narrative

Employees in positions allocated to this series perform or supervise a variety of office support and administrative activities designed to implement, maintain, and execute effective office procedures and workflow. At the lower levels they are often engaged in the production and/or processing of documents or transactions and other duties that support the activities and staff of an office or organization. At the higher levels, however, work may be characterized by the nature and extent of personal contacts and may be performed in direct support of a designated member(s) of the unit staff. They provide a variety of support services to the technical, professional, administrative or management operations of an organization. A progression of responsibility is evident in this series and ranges from simple, routine and repetitive duties performed under direct supervision to duties that are complex and highly diversified requiring the exercise of discretion and independent judgment performed under administrative direction.

Duties performed may include but are not limited to: filing, keyboarding, record processing, and other general office support activities such as scheduling appointments and providing information to customers. Any or all of these functions may be performed singly or in combination. Duties may involve use of standard office equipment, reprographic and/or electronic equipment.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Office Support Assistant **0845**

Employees in positions allocated to this level of the series work under direct supervision in support of an office or organization. They perform routine support tasks, which require knowledge of standard office procedures, the ability to operate a variety of office equipment, and the ability to operate computer systems, using word processing, database and software packages.

An Office Support Assistant typically:

1. greets visitors, answers telephone, and relays calls and messages to appropriate staff members; initiates calls to obtain specific information requested by others;
2. receives, sorts, opens and distributes incoming mail/packages and prepares outgoing mail (weighs envelopes/parcels, applies postage, proofreads documents and corrects errors);
3. schedules appointments/meetings when time, place, and participants are specified;

4. assists in facilitation of meetings, events and makes basic travel arrangements as requested;
5. creates, updates, revises and retrieves records and files within an established filing system, which include confidential materials;
6. prepares supply orders, issues office supplies and maintains records of supplies used in a unit; maintains inventory log and assigns keys and/or equipment to staff;
7. assists in the preparation of simple financial paperwork;
8. performs routine website updates;
9. assists with or participates in the hiring of, training of, assignment of work to, and/or supervision of student workers;
10. serves as point of contact for unit/office/building for emergency preparedness (emergency broadcast network tests, maintaining emergency exit plans, etc.);
11. performs other related duties as assigned.

Level II: Office Support Associate**0846**

Employees in positions allocated to this level of the series work under general supervision in support of an office or organization. They perform office support tasks requiring knowledge of general office and departmental procedures and methods, ability to operate a variety of office equipment, and the ability to operate computer systems, using word processing, database and software packages.

An Office Support Associate typically:

1. screens calls and visitors for a department/unit; determines needs and personally handles routine inquiries, requests, or problems; maintains office area including keeping displays, bulletin boards, electronic message boards up-to-date;
2. reviews department/unit incoming mail, responding to routine items and distributing remainder to other appropriate staff; coordinates and schedules package/freight shipments;
3. keyboards documents such as correspondence, reports, manuscripts, and similar materials with responsibility for determining format and correcting errors in grammar and syntax; transcribe and/or record narrative material in final form;
4. maintains a calendar(s) for a designated member(s) of the unit staff, scheduling meetings and appointments when given general instruction and making changes as needed;
5. apprises a designated member(s) of the unit staff of upcoming events and gather related information/materials; makes travel arrangements from a predetermined schedule;
6. creates, updates, revises, and retrieves files, records, and department contacts/LISTSERVs, which may involve indexing and cross-filing; responsible for maintaining adequate, accurate, and accessible information, including confidential materials;

7. tracks, orders, receives and distributes office supplies;
8. bills, receives, and records payments; prepares receipts and deposits; maintains records of unit fiscal transactions;
9. monitors and provides updated information for website;
10. creates agendas, attends meetings, transcribes and distributes meeting minutes and agendas to participants;
11. assists with periodic inventory checks and/or updates; assists with payroll records submissions and various human resource activities and procedures;
12. collects, compiles and organizes information for recurring reports, and composes brief, narrative reports with responsibility for accurately stating factual information gathered from a number of readily available sources;
13. assigns and reviews work performed by other office or administrative employees of same or lower level;
14. collects student assignments or proctor exams in absence of faculty;
15. performs duties listed in lower level of this classification series;
16. performs other related duties as assigned.

Level III: Office Support Specialist**3243**

Employees in positions allocated to this level of the series work under direction in support of an office or organization. They perform a wide variety of office support tasks, which require the use of judgment and initiative and the ability to operate computer systems, using word processing, database and software packages. Knowledge of the organization, programs, practices and procedures of the unit is central to the performance of the duties.

An Office Support Specialist typically:

1. screens calls and visitors for a department/unit/; determines needs and personally handles routine inquiries, requests, or problems;
2. reviews designated member(s) of the unit staff incoming mail, responding to routine items independently and distributing remainder to the designated member(s) of the unit staff;
3. keyboards confidential and/or technical material; transcribes and/or records verbatim material; composes correspondence and reports requiring knowledge of the activities of the designated member(s) of the unit staff and/or the procedures of the unit;
4. maintains a calendar of operating or administrative commitments and notifies the designated member(s) of the unit staff and/or affected staff of deadlines;

5. coordinates unit operational projects, meetings, conferences, and/or travel arrangements and monitors and expedites progress;
6. establishes, modifies, and/or supervises the maintenance of comprehensive file and record systems for a large and complex unit, including confidential materials;
7. makes cost estimates and comparisons for goods and services; independently makes general supply purchases and researches products, obtains quotes and makes purchasing recommendations for higher cost items;
8. processes financial forms/transactions for the department and maintains an awareness of the budget for which the designated member(s) of the unit staff is responsible and participates in day-to-day fiscal decisions;
9. coordinates website updates for the unit and/or update social media accounts;
10. accompanies and/or attends meetings with the designated member(s) of the unit staff, participating as requested;
11. compiles, summarizes, organizes, and distributes information from a variety of sources for use in reports, brochures and publications, such as collecting and writing material for print or electronic newsletters;
12. maintains or assists in the maintenance of inventory records;
13. plans, organizes, assigns, and reviews the work of the unit's administrative office support staff and participates in their selection, training, supervision, and evaluation;
14. gathers, provides, and interprets information through the identification and selection of appropriate sources; initiates contacts to clarify subjective information;
15. coordinates and/or administers test proctoring including organizing delivery of test, scheduling students and/or test proctors, scheduling rooms and returning completed exams to instructors;
16. performs duties listed in lower level of this classification series;
17. performs other related duties as assigned.

Level IV: Office Manager**3266**

Employees in positions allocated to this level work under direction to provide staff assistance for a major campus/university department. They function as an agent of the unit or organization by performing highly specialized administrative support duties. An in-depth knowledge of the organization, programs, policies and procedures of the unit is essential to the performance of the duties, along with the ability to use good judgment, the ability to operate computer systems, using word processing, database and software packages, and to exercise discretion in handling sensitive and confidential information.

An Office Manager typically:

1. relieves the designated member(s) of the unit staff of numerous personal contacts and determines an appropriate course of action;
2. reviews incoming mail for the designated member(s) of the unit staff, selects and responds to items within scope of responsibility;
3. keyboards documents containing confidential or sensitive information; transcribes and/or records confidential or sensitive information; independently composes and provides drafts of correspondence, memos, and reports that represent position(s) of the designated member(s) of the unit staff;
4. establishes and revises the calendar(s) of the designated member(s) of the unit staff, informing him/her/them of impending engagements;
5. coordinates logistical arrangements relating to conferences, meetings and prepares necessary materials and travel for the designated member(s) of the unit staff;
6. establishes and maintains the confidential records and files of the designated member(s) of the unit staff;
7. maintains records of unit fiscal transactions involving a variety of accounts and provides advice regarding the appropriateness of requested expenditures;
8. assists in creation of publications for internal and external audiences (brochures, posters, letterhead, websites, social media accounts, etc.);
9. attends meetings as a delegate for the designated member(s) of the unit staff when requested;
10. conducts research as requested and reports information which requires the evaluation of sources or the application of regulations and procedures to specific cases;
11. establishes and maintains inventory records, conducting periodic checks for inventory control purposes;
12. anticipates and responds to the detailed office support needs of the designated member(s) of the unit staff through the independent performance of lower level duties or supervision of assigned staff;
13. plans, organizes, assigns, and reviews the work of the unit's administrative support staff and participates in their selection, training, and evaluation; coordination of searches;
14. provides information to students regarding the major/minor program, such as the application process, scheduling classes, graduation requirements, etc.;
15. performs duties listed in lower level of this classification series;

16. performs other related duties as assigned.

Level V: Office Administrator**3253**

Employees in positions allocated to this level of the series work under administrative direction in support of a major academic or administrative unit. They are responsible for initiating and coordinating the office support functions required for the effective implementation of administrative policies of the unit. Duties performed require extensive knowledge of the organization, programs, policies, and procedures of the unit and the institution and the ability to operate computer systems, using word processing, database and software packages.

An Office Administrator typically:

1. answers inquiries and resolves problems that require the interpretation, explanation, and justification of administrative and programmatic policies and procedures;
2. receives incoming mail and responds to items as appropriate; this may require interpretation, explanation, or defense of unit policies, guidelines, or functions;
3. composes correspondence and other documents that require the synthesis or integration of a variety of subject areas or the summation of the individual contributions of staff members or sub-units; transcribes written material that is highly technical and confidential in nature;
4. maintains an overall awareness of organizational activities of import or impact to the designated member(s) of the unit staff and the unit;
5. coordinates and expedites necessary actions regarding organizational activities and travel;
6. participates in the analysis, design, and implementation of office information systems; develops and implements procedures and recordkeeping systems to support the administrative functions performed by the unit;
7. conducts extensive research assignments involving the evaluation, selection and compilation of information from a wide variety of sources; prepares reports which require the synthesis or integration of a variety of subject areas or the summation of the individual contributions of staff members or sub-units; assists investigators with proposal preparation;
8. authorizes fiscal transactions and keeps management informed of overall financial position: reviews and monitors fiscal transactions and accounts of a major unit with responsibility for overall control.
9. prepares reports and budget projections;
10. represents the designated member(s) of the unit staff or the unit at meetings and conferences;
11. serves as resource person for staff of external units;
12. directs and coordinates all administrative support functions of a unit with full accountability for the results produced; analyzes work requirements for administrative support staff and establishes operating guidelines;

13. performs duties listed in lower level of this classification series;
14. performs other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Office Support Assistant

0845

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent.
2. Any one or any combination of the following, totaling six (6) months of experience in the categories below:
 - a. work experience performing office/clerical activities, including use of computer systems
 - b. college or university course work in any curriculum
 - twelve (12) semester hours = six (6) months

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology.
2. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
3. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
4. Knowledge of computers and computer systems (including hardware and software) to enter data, or process information.
5. Skill in material resources management through obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
6. Skill in communicating effectively, both verbally and in writing as appropriate for the needs of the audience.
7. Skill in decision making by considering the relative costs and benefits of potential actions to choose the most appropriate one.
8. Ability to understand written sentences and paragraphs in work related documents.

9. Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
10. Ability to apply general rules to specific problems to produce answers that make sense.
11. Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
12. Ability to choose the right mathematical methods or formulas to solve a problem.

Level II: Office Support Associate**0846**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Any one or any combination of the following, totaling one (1) year and six (6) months of experience in the categories below:
 - a. work experience performing office/clerical activities, including use of computer systems
 - b. college or university coursework in any curriculum
 - twelve (12) semester hours = six (6) months
 - twenty-four (24) semester hours = twelve (12) months
 - thirty-six (36) semester hours = eighteen (18) months

Note: Amounts of experience or training less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology.
2. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
3. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
4. Knowledge of computers and computer systems (including hardware and software) to enter data, or process information.
5. Skill in material resources management through obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.

6. Skill in communicating effectively, both verbally and in writing as appropriate for the needs of the audience.
7. Skill in decision making by considering the relative costs and benefits of potential actions to choose the most appropriate one.
8. Ability to understand written sentences and paragraphs in work related documents.
9. Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
10. Ability to apply general rules to specific problems to produce answers that make sense.
11. Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
12. Ability to choose the right mathematical methods or formulas to solve a problem.

Level III: Office Support Specialist**3243**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent.
2. One (1) year (12 months) of work experience comparable to the second level of this series.
3. Any one or any combination of the following, totaling two (2) years (24 months) of experience in the categories below:
 - a. work experience performing office/clerical activities, including use of computer systems
 - b. college or university coursework in any curriculum
 - twelve (12) semester hours = six (6) months
 - twenty-four (24) semester hours = twelve (12) months
 - thirty-six (36) semester hours = eighteen (18) months
 - forty-eight (48) semester hours = twenty-four (24) months

Note: Amounts of experience or training less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of administrative and administrative procedures and systems such as word processing, managing files and records, and other office procedures and terminology.

2. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
3. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
4. Knowledge of computers and computer systems (including hardware and software) to enter data, or process information.
5. Skill in material resources management through obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
6. Skill in communicating effectively, both verbally and in writing as appropriate for the needs of the audience.
7. Skill in decision making by considering the relative costs and benefits of potential actions to choose the most appropriate one.
8. Ability to understand written sentences and paragraphs in work related documents.
9. Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
10. Ability to apply general rules to specific problems to produce answers that make sense.
11. Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
12. Ability to choose the right mathematical methods or formulas to solve a problem.
13. Ability to provide guidance and direction to subordinates, including setting performance standards and monitoring performance.

Level IV: Office Manager**3266**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent.
2. Two (2) years (24 months) of work experience comparable to the third level of this series.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of administrative and administrative procedures and systems such as word processing, managing files and records, and other office procedures and terminology.

2. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
3. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
4. Knowledge of computers and computer systems (including hardware and software) to enter data, or process information.
5. Skill in material resources management through obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
6. Skill in communicating effectively, both verbally and in writing as appropriate for the needs of the audience.
7. Skill in decision making by considering the relative costs and benefits of potential actions to choose the most appropriate one.
8. Ability to understand written sentences and paragraphs in work related documents.
9. Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
10. Ability to apply general rules to specific problems to produce answers that make sense.
11. Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
12. Ability to choose the right mathematical methods or formulas to solve a problem.
13. Ability to provide guidance and direction to subordinates, including setting performance standards and monitoring performance.

Level V: Office Administrator**3253**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Any one or any combination totaling 1.0 unit of the following:
 - Four (4) years (48 months) of work experience comparable to the third level of this series = 1.0 unit
 - Two (2) years (24 months) of work experience comparable to the fourth level of this series = 1.0 unit

Note: Amounts of experience or training less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
2. Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, and coordination of people and resources.
3. Knowledge of administrative and administrative procedures and systems such as word processing, managing files and records, and other office procedures and terminology.
4. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
5. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
6. Knowledge of computers and computer systems (including hardware and software) to enter data, or process information.
7. Skill in material resources management through obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
8. Skill in communicating effectively, both verbally and in writing as appropriate for the needs of the audience.
9. Skill in decision making by considering the relative costs and benefits of potential actions to choose the most appropriate one.
10. Ability to understand written sentences and paragraphs in work related documents.
11. Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
12. Ability to apply general rules to specific problems to produce answers that make sense.
13. Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
14. Ability to choose the right mathematical methods or formulas to solve a problem.
15. Ability to provide guidance and direction to subordinates, including setting performance standards and monitoring performance.