ADMINISTRATIVE GENERALIST
Job Classification
Adopted: November 28, 2004
Revised: July 1, 2009

JOB FAMILY CONCEPT

This family consists of four levels of administrative support/coordination work. Levels are distinguished based on the complexity of the work, level of supervision received, and the degree of autonomy. This job family is distinguished from the Administrative Specialist job family by having primary responsibility for carrying out office/administrative tasks. Positions typically perform one or more of the following functions in support of a program or department.

- Budget Maintenance/Purchasing
- Academic Program Support
- Office Support
- Office Management
- Event Coordination
- Travel Coordination
- Records Management
- Personnel Support **isitions,purchase reqests,and other fiscal duties**
    - Request budget revisions
    - Process purchase requests, journal vouchers, and requisitions
    - Enter and extract financial information from the Banner system
    - Assist in preparing contract budgets, grant applications, proposals, status re financial statements
    - Prepare monthly and yearly projections for unit management of unit operatio associated costs
    - Participate in preparation of unit budget projections, plans, and tracking
    - Prepare deposits, and/or maintain department soft ledgers
    - Make recommendations on budget allocation decisions
    - Process small purchases via university credit card
    - May reconcile departmental records with cent

Academic Program Support

- Collect and record student grades
- Proctor exams and/or distribute exam materials
- Prepare faculty evaluations
- Order textbooks for faculty
- Submit changes and additions to course listings
- Assist students with academic program questions
- Assist faculty with course support

Office Support

- Answer the phone, take messages, and disseminate information
- Screen calls/correspondence, answer routine inquiries, and/or provide information or refer inquiries to appropriate staff members
- Open, sort, distribute, collect, and deliver mail
- Maintain an inventory of equipment and supplies
- Order supplies and equipment to support offices, programs, labs, etc
- Receive or deliver materials and equipment
- Proofread typed materials for grammatical and typographical errors (e.g., correspondence, reports, manuscripts, articles)
- Prepare correspondence which may include editing drafts, composing correspondence for supervisor's signature, drafting letters or memorandums, and/or initiating correspondence requiring knowledge of procedures and processes
- Compile information for routine reports, directories, course support, org charts, etc
- Prepare brochures, newsletters, flyers, event schedules, marketing materials, and/or news releases for dissemination to internal/external audiences. May include proofreading/editing drafts, creating first drafts, using desktop publishing software to layout documents, and/or coordinating the printing/publishing/distribution process
- Maintain supervisor's calendar; advise about commitments and schedule appointments
- Schedule meetings, including reserving facility and arranging audio/video support
- May determine which visitors need to be seen by supervisor
- Record and transcribe proceedings of meetings and conferences
- Coordinate with other divisions or units as needed to clarify policies and procedures
- Maintain and develop routine web pages
- Respond to complaints and routine requests for information
- Verify and review materials for completeness and conformance with established regulations and procedures
- Operate automated text and data processing equipment to input, access, and retrieve data
- Operate and troubleshoot photocopiers, fax machines, and printers
- Photocopy materials as needed for department staff
- Open/close offices (maintain office keys)
- Maintain office conference room facilities
- Coordinate contractual maintenance for office software/hardware

- Coordinate Capital Inventory/Property
- May develop procedural manuals
- Troubleshoot and resolve problems that may arise during day-to-day office operations

Office Management

- Train staff
- Assign projects to staff as needed
- May supervise lower level staff
- Interview, hire, train, and evaluate the performance of assigned staff
- Represent the department in matters as authorized
- Represent supervisor at meetings to furnish or obtain information
- May supervise or coordinate a specialized function
- May develop internal processing or departmental procedures
- Prepare visa documents in coordination with international campus offices

Event Coordination

- Coordinate activities with internal and external customers
- Arrange special conferences and meetings
- Coordinate the use of facilities, services, and equipment
- May include fiscal responsibilities associated with events
- Negotiate with vendors or event planners to secure best contract terms possible
- Supervise special events to ensure positive outcome
- Troubleshoot and resolve special situations that arise during event

Travel Coordination

- Coordinate travel and accommodation arrangements for department staff as necessary
- Prepare and submit travel claims, expense reports, and reimbursement requests

Records Management

- Enter and retrieve information using personal computer
- Develop, maintain, and track records or confidential or complex files which may include but are not limited to: student records, faculty files, or personnel files
- File and retrieve records and reports
- Organize and maintain filing systems; maintain records related to specific area of assignment
- Maintain databases

Personnel Support

- Provide logistical support and coordination for search committees or recruitment processes
- Process paperwork for personnel actions including new hires, terminations, and promotions
- Coordinate preparation of visa documents
- Collect and verify employee payroll and timekeeping records

scheduling programs. Ability to multi-task and prioritize projects. Ability to establish and maintain files and recordkeeping systems. Ability to lead** students and temporary staff.

Education and Experience
High School graduation and one year office/administrative experience, or an equivalent combination of training and experience.

Level 3 **Grade 76**
PCLS: 01203 **Non-Exempt**

Descriptors
Work is performed under intermittent supervision. May lead lower level staff and/or serve as an office facilitator in a more centralized office setting. In a lead** role, assign and participate in clerical functions in order to ensure the smooth organization and work flow in an office. This level is distinguished from lower levels by the increased latitude in determining methods and setting priorities, rather than performing tasks as defined by established procedure and processes.

Knowledge, Skills, and Abilities
Same as level two, plus: Knowledge of advanced computer programs and operations. Knowledge of design and maintenance of web sites. Fiscal skills are at a level comparable to the fiscal responsibilities of a Fiscal Technician 2. Ability to lead** employees. Ability to analyze situations and solve problems independently.

Education and Experience
High School graduation and two years office/administrative experience, or an equivalent combination of training and experience.

supervise** and set priorities for staff. Ability to coordinate events. Ability to perform well under pressure. Ability to create reports for management using data gathered from various sources.

Education and Experience
High School graduation and three years progressively responsible office/administrative experience, or an equivalent combination of training and experience.

* **Complexity:** Refers to the interpretation of and diversity of University policies, procedures and regulations. Complexity increases as the application, interpretation and frequency of working with these policies, procedures and regulations increases. Complex positions decide the best course of action when completing tasks. Complexity also increases as more diverse positions are supervised and more discretion is required to complete tasks.

* **Scope:** Refers to the impact of decisions a position has on the unit/department.

** **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Fluent in assigned area of responsibility.

** **Supervise:** Hire, train, evaluate performance, and initiate corrective action.

******* Exemption status determined on a case-by-case basis. Essential functions of each job will be reviewed and evaluated in accordance with Fair Labor Standards Act regulations.

[July 2009 revisions included formatting document for consistency, and adding alternate PCLS information.]