**Pittsburg State University**

**Job Description**

**Administrative Associate (G0N140)**

**FLSA Status:** Non-Exempt  
**Grade: 004 Hourly Staff**

**Job Family:** Administrative Support

**Career Ladder: Administrative Support 3**

**Updated: 04/22/2019**

***The Job Description is the document used to assign positions to jobs. The Position Description is the document that provide details about a position that has been assigned to the job. The Position Description includes specific duties performed by the employee on the position, including the percentage of time duties are performed. The Position Description also identifies preferred education and experience and competencies (knowledge skills and abilities) in addition to those identified in the Job Description. Details in the Position Description are used to assess the performance of the employee assigned to the position.***

**General Description of Job – Primary Function, Supervision and Instruction Received, and Interactions**

*The information in this section includes the primary function of the job (what positions assigned to the job must accomplish) and the major objective (why that function is performed). Additional information may be added in the Position Description. The information will be used in the posting when the position is advertised*

**Primary Function:** The primary purpose of the Administrative Associate is to perform administrative tasks to support the department’s mission, strategic goals and objectives.

This job is distinguished by the level of supervision received, the scope of administrative and financial responsibility and purpose of interaction with staff within the division, college, school, unit or department as well as external constituents and governing bodies.

**Supervision and Instruction Received:** A position assigned to this job generally reports to the department head but may report to a supervisor with a different job. Instruction received is under general supervision. The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines and priorities. Additional, specific instructions are given for new, difficult, or unusual assignments. The employee uses initiative in carrying out a variety of recurring duties within established policy guidelines. The supervisor assures that the work is technically accurate and in compliance with instructions or established procedures.

**Interactions (purpose, with whom, frequency):** The Administrative Associate interacts daily with university administrators, faculty, staff, students and external constituents to provide information about areas of responsibility.

**Examples of Essential Duties and Responsibilities**

*The following are examples of essential duties and responsibilities that may be required for a position assigned to this job. Specific duties and the percentage of time performed are found in the Position Description for the position assigned to this job.*

1. Provide, plan, organize, direct, oversee and coordinate administrative and support activities, including events, for the department with other PSU staff, including administrative staff in colleges, schools, units and departments.
2. Oversee, direct, complete and submit reports, presentations and projects for the department, including reports and projects required by external governing bodies.
3. Attend department meetings, keep records of pertinent and procedural information and provide input in areas of knowledge base regarding procedures and operational needs; provide follow-up and/or implementation of new/revised policies, procedures, or guidelines.
4. Serve as a representative for the department and a liaison for the program with other academic and administrative departments. Communicate ideas, directives, goals, objectives and priorities for the department.
5. Collect, organize, and compose correspondence. Answer phones, respond to email, forward messages, schedule and confirm appointments.
6. Maintain and reconcile monthly business procurement card transactions, including submission of reconciliation and supporting documents to Purchasing Office.
7. Maintain departmental operating budget and restricted accounts. Assist in planning for use of budgeted funds.
8. Hire, train, and supervise the work of student employees and perform other required line manager duties.
9. Schedule and make travel arrangements.
10. Maintain filing systems and utilizes word processing, database, and spreadsheet skills.
11. Maintain confidentiality of records stored in departmental office.
12. Oversee use of and submit maintenance requests as needed for offices, classrooms, computers, and other equipment.
13. Maintain appropriate supply inventory for the office.
14. Provide information and respond to direct inquiries as appropriate.
15. Perform any other related duties as required or assigned.

**Leadership, Supervisory or Management Responsibilities**

Mark an “X” next to the one statement which best describes the job, if applicable.

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|  | Lead worker (assigns, trains, schedules, oversees, or reviews the work of others) |
|  | Supervisor (plans, staffs, evaluates and directs work of employees in a work unit) |
|  | Indirect Supervisor (delegates authority to carry out work of a unit to subordinate supervisors or managers) |

The number of employees led, supervised, or managed is included in the position description.

**Minimum Education and Experience – Required at Hire**

*The following minimum education and experience is required at time of hire. Additional education and experience may be preferred. Preferred education and experience is identified in the Position Description.*

* High school diploma or equivalent
* One year of experience in an office or administrative setting. Education may be substituted for experience as determined by the University.

**Examples of Competencies – Knowledge, Skills and Abilities (KSA’s):**

*The competencies listed below are representative of the knowledge, skill, and/or ability that may be required. Specific competencies and frequency performed are found in the Position Description for the position assigned to this job.*

1. **Knowledge**

* **Budget -** Knowledge of budget construction processes and budget management experience; knowledge of administration and management of department budgets.
* **Clerical** – Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records and designing forms.
* **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services.
* **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
* **Mathematics** — Knowledge of arithmetic and algebra and their applications..
* **Shared Governance** – Knowledge of the principles and methods of working in an environment where responsibility is shared by faculty and administrators.
* **Student Recruitment and Retention** – Knowledge of principles of student recruitment and retention.
* **Student Support Services** - Knowledge of enrollment management, financial assistance, admissions, registrar & housing operations and functions.

1. **Skills**

* **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.
* **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
* **Coordination** – Adjusting actions in relation to others’ actions.
* **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
* **Instructing** — Teaching others how to do something.
* **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
* **Learning Strategies** — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
* **Mathematics** – Using mathematics to solve problems.
* **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
* **Research** – Using an organized and systematic way to answer questions.
* **Service Orientation** — Actively looking for ways to help people.
* **Social Perceptiveness** – Being aware of others’ reactions and understanding why they react as they do.
* **Speaking** — Talking to others to convey information effectively.
* **Time Management** — Managing one's own time and the time of others.
* **Writing** – Communicating effectively in writing as appropriate for the needs of the audience.

1. **Abilities**

* **Collaboration** - Ability to work collaboratively with all stakeholders (faculty, community partners, staff, etc.) to build/sustain internal and external relationships.
* **Deductive Reasoning** The ability to apply general rules to specific problems to produce answers that make sense.
* **Delegation** – The ability to empower another to act.
* **Diversity –** The ability to effectively work in a diverse educational setting.
* **Instruction** – The ability to teach through traditional and/or alternative delivery methods.
* **Mathematical Reasoning** – The ability to choose the right mathematical methods or formulas to solve a problem.
* **Multi-Task and Deadlines** - The ability to manage multiple tasks and meet deadlines.
* **Near Vision** — The ability to see details at close range (within a few feet of the observer).
* **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
* **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
* **Problem Sensitivity** – The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
* **Relationships** – The ability to work in a collegial environment with shared governance, and to establish and cultivate relationships inside and outside the University.
* **Selective Attention** — The ability to concentrate on a task over a period of time without being distracted.
* **Speech Clarity** – The ability to speak clearly so others can understand you.
* **Speech Recognition** – The ability to identify and understand the speech of another person.
* **Written Comprehension** – The ability to read and understand information and ideas presented in writing.
* **Written Expression** – The ability to communicate information and ideas in writing so others will understand.

1. **Work Activity**

* **Coaching and Developing Others** — Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
* **Communicating with Persons Outside Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
* **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
* **Coordinating the Work and Activities of Others** — Getting members of a group to work together to accomplish tasks.
* **Developing and Building Teams** — Encouraging and building mutual trust, respect, and cooperation among team members.
* **Documenting/Recording Information** – Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
* **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others and maintaining them over time.
* **Evaluating Information to Determine Compliance with Standards** — Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
* **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
* **Guiding, Directing, and Motivating Subordinates** — Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.
* **Interacting With Computers** — Using computers and computer systems to enter data, or process information.
* **Interpreting the Meaning of Information for Others** — Translating or explaining what information means and how it can be used.
* **Making Decisions and Solving Problems** – Analyzing information and evaluating results to choose the best solution and solve problems.
* **Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work.
* **Performing Administrative Activities** – Performing day-to-day administrative tasks such as maintaining files and processing paperwork.
* **Thinking Creatively** — Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.
* **Updating and Using Relevant Knowledge** — Keeping up-to-date technically and applying new knowledge to your job.

**Environmental Conditions (Hazards, Risks or Discomforts)**

*The environment conditions listed below are representative of the environmental conditions that may be present for a position assigned to this job. Environmental conditions for a position are found in the Position Description for the position assigned to this job.*

* General office conditions.
* May be exposed to moderate noise levels.

**Equipment or Machines Used**

*The following are examples of equipment or machines that may be regularly used to perform the duties of the position. Specific equipment and the frequency used is found in the Position Description for the position assigned to this job.*

* Office Equipment, such as printers, copiers, fax machines and calculators.
* Communication Equipment, such as smartphones and multi-line telephones.
* Computers and Peripherals, such as computers and scanners.

**License or Certification Required by Statute or Regulation**

*List license(s) or certification(s) appropriate for the position. Indicate those that are required by statute or regulation at time of hire.*

None

**Additional Requirements**

*The following are examples of additional requirements that may be required to perform the duties of the position. Additional requirements for a position are found in the Position Description for the position assigned to this job.*

* Regular attendance is a necessary and essential function
* Satisfactory Pre-Hire Background Checks Required:
  + Sex Offender Registry Check
  + Criminal Record

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