

# Classification Description Index

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# Classification Description

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**Title: Office Specialist**

**Level:**

**OP-4**

**Date: July, 2016**

**FLSA Status:**

**Non-Exempt**

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## **GENERAL STATEMENT OF DUTIES:**

*One or two sentences summarizing the primary responsibilities and general purpose of the position.*

Duties performed are of a clerical nature. This is the benchmark clerical level, and while it may incorporate elements of other levels, it has a majority of effort associated with providing support for the duties associated with the work unit. This level requires a degree of independence to respond to requests, troubleshoot, and resolve issues pertaining to assigned duties.

## **SUPERVISION EXERCISED:**

- May supervise student employees.

## **MINIMUM QUALIFICATIONS:**

*This section cannot be modified.*

- High school diploma or GED.
- Two years of qualifying experience or a combination of education and experience that equates to two years.
- Experience with Microsoft Word.
- Customer service experience.
- Organizational skills with strong attention to detail.
- Demonstrated positive interpersonal skills.
- Effective verbal and written communication skills.
- Ability to project a positive attitude.
- Ability to manage multiple projects and meet deadlines with accurate results.
- Ability to compose, proofread and edit correspondence.
- Ability to perform the essential functions of the position with or without reasonable accommodation.

## **EXAMPLES OF PREFERRED QUALIFICATIONS:**

*This section reflects the preferred qualifications of the position as determined by the department.*

- Experience coordinating the work of others.
- Spreadsheet and/or database experience.
- Experience working with financial records.
- Experience with SAP.

## **EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

*This section reflects the actual duties and responsibilities of the position as determined by the department.*

- Collects, sorts, and prepares data/information; posts and files specialized and/or sensitive data; operates various computers to enter new or changed data involving multiple display formats; codes moderately complex data.
- Maintains records by performing duties such as monitoring, and tracking expenditures and preparing statements regarding the status of records, lists, or accounts.
- Exchanges general information with internal and external contacts; may perform scheduling tasks related to meetings, conferences, etc.
- Develops, prepares, and/or composes responses, memos, and correspondence related to clerical functions of work unit.
- Makes recommendations related to assigned duties, office procedures, or processes.

# Classification Description

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**Title:** Retail Clerk

**Level:**

**OP-4**

**Date:** Sept, 2015

**FLSA Status:**

**Non-Exempt**

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## **GENERAL STATEMENT OF DUTIES:**

*One or two sentences summarizing the primary responsibilities and general purpose of the position.*

All duties performed are within a retail environment. Ensuring customer service, marketing, supervising, and replenishment duties are performed in order to maintain the university's retail operation. Interacts with students, faculty, staff, vendors, and other external customers in an active exchange of goods and services. Responsibilities also include cash handling in addition to a degree of independence to respond to customer requests and resolve issues pertaining to an assigned area(s) within the retail unit.

## **SUPERVISION EXERCISED:**

- Supervises student employees.

## **MINIMUM QUALIFICATIONS:**

*This section cannot be modified.*

- High school diploma or GED.
- Two years of retail experience or a combination of education and retail experience that equates to two years.
- Computer education/experience.
- Experience coordinating the work of others.
- Customer service experience.
- Demonstrated positive interpersonal skills.
- Effective verbal and written communication skills.
- Ability to project a positive attitude.
- Ability to perform the essential functions of the position with or without reasonable accommodation.

## **EXAMPLES OF PREFERRED QUALIFICATIONS:**

*This section reflects the preferred qualifications of the position as determined by the department.*

- Ability to work in a fast-paced environment.

## **EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

*This section reflects the actual duties and responsibilities of the position as determined by the department.*

- Creates and processes purchase re-orders for merchandise within an assigned area(s).
- Processes and merchandises in-coming and out-going products for an assigned area(s).
- Creates promotional displays and fixtures for an assigned area(s).
- Replenishes basic items and inventory control of merchandise within an assigned area(s).
- Supervises student workers within an assigned area(s) – interviews, hires, trains, approves time off, assign duties, and evaluates performance.
- Performs customer service duties – troubleshoots, processes refunds, and handles merchandise issues.
- Performs cash handling duties.

# Classification Description

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**Title: Secretary**

**Level:**

**OP-4**

**Date: Sept, 2015**

**FLSA Status:**

**Non-Exempt**

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## **GENERAL STATEMENT OF DUTIES:**

*One or two sentences summarizing the primary responsibilities and general purpose of the position.*

Duties performed are of a secretarial nature. This is the benchmark secretarial level, and while it incorporates elements of other levels, it has a majority of effort associated with providing secretarial support for work unit. Responsibilities include drafting, monitoring and tracking of correspondence and other typed material. This level requires a degree of independence to respond to requests, troubleshoot, and resolve issues pertaining to assigned duties.

## **SUPERVISION EXERCISED:**

- May supervise student employees.

## **MINIMUM QUALIFICATIONS:**

*This section cannot be modified.*

- High school diploma or GED.
- Two years of qualifying experience or a combination of education and experience that equates to two years.
- Experience with Microsoft Word.
- Customer service experience.
- Organizational skills with strong attention to detail.
- Demonstrated positive interpersonal skills.
- Effective verbal and written communication skills.
- Ability to project a positive attitude.
- Ability to manage multiple projects and meet deadlines with accurate results.
- Ability to compose, proofread and edit correspondence.
- Ability to perform the essential functions of the position with or without reasonable accommodation.

## **EXAMPLES OF PREFERRED QUALIFICATIONS:**

*This section reflects the preferred qualifications of the position as determined by the department.*

- Experience coordinating the work of others.
- Spreadsheet and/or database experience.
- Experience working with financial records.
- Experience with SAP.

## **EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

*This section reflects the actual duties and responsibilities of the position as determined by the department.*

- Schedules tasks and support services associated with preparing and making arrangements for meetings, conferences, exhibits, travel, or other related tasks for both internal and external contacts.
- Reads and routes mail; types correspondence, memos, and other written material.
- Develops, prepares, and/or composes responses, memos, and correspondence related to work functions; records and transcribes meeting minutes.
- Prepares payroll and monitors payroll process for work area.
- Assists in the preparation of departmental publications and promotional materials; performs routine research or compiles statistics when required.
- Maintains records by performing duties such as monitoring, and tracking expenditures and preparing statements for distribution regarding the status of records, lists, or accounts.
- Serves as a primary support staff person for work area, department or unit, coordinating and supervising student employment; answers inquiries and conducts problem solving for internal and external contacts on issues directly related to work unit.

# Classification Description

**Title: Administrative Secretary**

**Level:**

**OP-5**

**Date: Sept, 2015**

**FLSA Status:**

**Non-Exempt**

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## **GENERAL STATEMENT OF DUTIES:**

*One or two sentences summarizing the primary responsibilities and general purpose of the position.*

Duties performed are of a senior secretarial nature. This is the second most senior level secretarial job, and while it incorporates elements of other levels, it has a majority of effort associated with specialized secretarial support services or program-related activities. It may include performing lead duties over other office professional employees. Duties may include maintaining a set of budgetary or financial records; developing and composing correspondence, memos, and forms for work area with a primary focus on internal communications/office maintenance. Other key aspects of work at this level include a high degree of independence and latitude to prioritize work assignments.

## **SUPERVISION EXERCISED:**

- May supervise student employees.
- May delegate assignments to other employees.

## **MINIMUM QUALIFICATIONS:**

*This section cannot be modified.*

- High school diploma or GED.
- Three years of qualifying experience or a combination of education and experience that equates to three years.
- Experience with Microsoft Word.
- Customer service experience.
- Organizational skills with strong attention to detail.
- Demonstrated positive interpersonal skills.
- Effective verbal and written communication skills.
- Ability to project a positive attitude.
- Ability to manage multiple projects and meet deadlines with accurate results.
- Ability to compose, proofread and edit correspondence.
- Ability to perform the essential functions of the position with or without reasonable accommodation.

## **EXAMPLES OF PREFERRED QUALIFICATIONS:**

*This section reflects the preferred qualifications of the position as determined by the department.*

- Spreadsheet and/or database experience.
- Experience coordinating the work of others.
- Experience working with financial records.
- Experience with SAP.
- Ability to design/maintain web pages.

## **EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

*This section reflects the actual duties and responsibilities of the position as determined by the department.*

- Performs specialized secretarial duties in support of work unit; develops, prepares and/or composes responses, memos, and correspondence related to specialized clerical functions.
- Maintains set of budgetary records by performing bookkeeping related duties such as reconciling, monitoring, and tracking expenditures, preparing budget statements, and making recommendations regarding projected budgets for department.
- Coordinates the secretarial duties associated with a program/project or process.
- Performs and coordinates scheduling tasks and support services associated with preparing and making arrangements for major meetings, conferences, exhibits, travel, or other related duties for both internal and external contacts.
- Conducts special projects and assignments as directed; collects, compiles, and writes updates and reports on findings, including preparation of preliminary findings.
- Serves as a primary support staff personnel for work area, department, or unit coordinating and supervising student employment; answers inquiries and conducts problem solving for internal and external contacts on issues directly related to work unit.

# Classification Description

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**Title:** Lead Retail Clerk

**Level:**

**OP-5**

**Date:** Sept, 2015

**FLSA Status:**

**Non-Exempt**

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## **GENERAL STATEMENT OF DUTIES:**

*One or two sentences summarizing the primary responsibilities and general purpose of the position.*

All duties performed are within a retail environment. Ensures customer service, marketing, supervising, and replenishment duties are performed in order to maintain the university's retail operation. Interacts with students, faculty, staff, vendors, and other external customers in an active exchange of goods and services. Responsibilities also include cash handling and accountability, in addition to degrees of independence related to opening and closing the store along with the functional operation of the auxiliary retail units. Responds to consumer requests and resolve issues pertaining to an assigned area(s) within the retail unit.

## **SUPERVISION EXERCISED:**

- Supervises student employees.

## **MINIMUM QUALIFICATIONS:**

*This section cannot be modified.*

- High school diploma or GED.
- Three years of qualifying experience including two years of retail experience or a combination of education and retail experience that equates to three years.
- Computer education/experience.
- Experience coordinating the work of others.
- Customer service experience.
- Demonstrated positive interpersonal skills.
- Effective verbal and written communication skills.
- Ability to project a positive attitude.
- Ability to perform the essential functions of the position with or without reasonable accommodation.

## **EXAMPLES OF PREFERRED QUALIFICATIONS:**

*This section reflects the preferred qualifications of the position as determined by the department.*

- Ability to work in a fast-paced environment.

## **EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

*This section reflects the actual duties and responsibilities of the position as determined by the department.*

- Creates promotional displays and fixtures for assigned area(s).
- Replenishes basic items and inventory control of merchandise within an assigned area(s).
- Supervises student workers within an assigned area(s) – interviews, hires, trains, approves time off, assigns duties and evaluates performance.
- Performs customer service duties – troubleshoots, refunds and merchandise requests.
- Supervises the cash handling of all register operators.
- Performs opening and closing procedures related to store operations – specifically cash operations.
- Coordinates the inventory and cash handling for the retail auxiliary units.

# Classification Description

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**Title: Senior Office Specialist**

**Level:**

**OP-5**

**Date: July, 2016**

**FLSA Status:**

**Non-Exempt**

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## **GENERAL STATEMENT OF DUTIES:**

*One or two sentences summarizing the primary responsibilities and general purpose of the position.*

Duties performed are of a senior clerical nature. This is the second most senior level clerical job handling significant clerical details and duties that may require ability to apply technical knowledge to clerical functions. It incorporates elements of other levels with a majority of effort associated with specialized support services or program related activities. It may include performing lead duties over other office professional employees. Specialized functions may include performing complex bookkeeping, general accounting, or duties requiring technical knowledge. Other key aspects of work at this level include a high degree of independence and latitude to prioritize work assignments.

## **SUPERVISION EXERCISED:**

- May supervise student employees.
- May delegate assignments to other employees.

## **MINIMUM QUALIFICATIONS:**

*This section cannot be modified.*

- High school diploma or GED.
- Three years of qualifying experience or a combination of education and experience that equates to three years.
- Experience with Microsoft Word.
- Customer service experience.
- Organizational skills with strong attention to detail.
- Demonstrated positive interpersonal skills.
- Effective verbal and written communication skills.
- Ability to project a positive attitude.
- Ability to manage multiple projects and meet deadlines with accurate results.
- Ability to compose, proofread and edit correspondence.
- Ability to perform the essential functions of the position with or without reasonable accommodation.

## **EXAMPLES OF PREFERRED QUALIFICATIONS:**

*This section reflects the preferred qualifications of the position as determined by the department.*

- Spreadsheet and/or database experience.
- Experience coordinating the work of others.
- Experience working with financial records.
- Experience with SAP.
- Ability to design/maintain web pages.

## **EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

*This section reflects the actual duties and responsibilities of the position as determined by the department.*

- Maintains set of specialized records by performing related duties such as preparing bank reconciliations and budget statements regarding the status of accounts.
- Performs specialized duties requiring ability to apply knowledge of a technical field, terminology, or concepts to complete assignment.
- Conducts special projects and assignments as directed; collects, compiles, and writes updates and reports on findings, including preparation of preliminary findings.
- Coordinates the clerical duties associated with a program and/or project activities.
- Develops, prepares, and/or composes responses, memos, and correspondence related to specialized clerical functions of work unit.

# Classification Description

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**Title: Executive Office Specialist**

**Level:**

**OP-6**

**Date: July, 2016**

**FLSA Status:**

**Non-Exempt**

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## **GENERAL STATEMENT OF DUTIES:**

*One or two sentences summarizing the primary responsibilities and general purpose of the position.*

Duties performed are of a complex and varied clerical/technical nature, usually supporting a major function, department, or unit of the University. This is the most senior level clerical job handling substantial clerical/administrative details and duties. It incorporates elements of other levels with a majority of effort associated with more complex clerical technical support services or programs. The level of independence at this level has a high degree of autonomy/responsibility for complex duties that may be broad and varied or narrow but focused.

## **SUPERVISION EXERCISED:**

- May supervise student employees.
- May delegate assignments to other employees.

## **MINIMUM QUALIFICATIONS:**

*This section cannot be modified.*

- High school diploma or GED.
- Four years of qualifying experience or a combination of education and experience that equates to four years.
- Experience with Microsoft Word.
- Customer service experience.
- Spreadsheet and/or database experience.
- Organizational skills with strong attention to detail.
- Demonstrated positive interpersonal skills.
- Effective verbal and written communication skills.
- Ability to project a positive attitude.
- Ability to manage multiple projects and meet deadlines with accurate results.
- Ability to compose, proofread and edit correspondence.
- Ability to perform the essential functions of the position with or without reasonable accommodation.

## **EXAMPLES OF PREFERRED QUALIFICATIONS:**

*This section reflects the preferred qualifications of the position as determined by the department.*

- Experience coordinating the work of others.
- Experience working with financial records.
- Experience with SAP.
- Ability to design/maintain web pages.

## **EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

*This section reflects the actual duties and responsibilities of the position as determined by the department.*

- Coordinates and independently monitors the work flow of other office professionals and support staff organizing priorities, scheduling, and staff training.
- Creates and maintains a set of specialized records and/or databases requiring speed and skill or clerical/technical knowledge of field.
- Performs data manipulation, information searches and retrievals using knowledge of technical field or databases.
- Coordinates and independently monitors the administrative clerical details of a program or program activities requiring a significant amount of administrative support, decision making, and coordination.
- Develops, prepares, and/or composes responses to memos and correspondence requiring research and exercise of judgment and discretion; routinely writes, edits, and submits varied materials for internal/external communications.
- Conducts on a recurring basis special projects and assignments as directed; collects, compiles, and prepares update reports on findings including preparation of preliminary findings.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of supervisors to assign, direct, and control the work of employees under their supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



# Classification Description

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**Title: Executive Secretary**

**Level:**

**OP-6**

**Date: Sept, 2015**

**FLSA Status:**

**Non-Exempt**

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## **GENERAL STATEMENT OF DUTIES:**

*One or two sentences summarizing the primary responsibilities and general purpose of the position.*

Duties performed are of a complex and varied secretarial/administrative support nature usually in a major function, department, or unit of the University. This is the most senior level secretarial job, and while it incorporates elements of other levels, it has a majority of effort associated with more complex secretarial support services or program-related activities, including handling substantive secretarial/administrative details and duties for a supervisor. The level of independence at this level has a high degree of autonomy/responsibility for complex duties that may be broad and varied or narrow but focused.

## **SUPERVISION EXERCISED:**

- May supervise student employees.
- May delegate assignments to other employees.

## **MINIMUM QUALIFICATIONS:**

*This section cannot be modified.*

- High school diploma or GED.
- Four years of qualifying experience or a combination of education and experience that equates to four years.
- Experience with Microsoft Word.
- Customer service experience.
- Spreadsheet and/or database experience.
- Organizational skills with strong attention to detail.
- Demonstrated positive interpersonal skills.
- Effective verbal and written communication skills.
- Ability to project a positive attitude.
- Ability to manage multiple projects and meet deadlines with accurate results.
- Ability to compose, proofread and edit correspondence.
- Ability to perform the essential functions of the position with or without reasonable accommodation.

## **EXAMPLES OF PREFERRED QUALIFICATIONS:**

*This section reflects the preferred qualifications of the position as determined by the department.*

- Experience coordinating the work of others.
- Experience working with financial records.
- Experience with SAP.
- Ability to design/maintain web pages.

## **EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

*This section reflects the actual duties and responsibilities of the position as determined by the department.*

- Coordinates and independently monitors the work flow of other office professionals and support staff organizing priorities, scheduling, and staff training.
- Develops, prepares, and/or composes responses to memos and correspondence requiring research and exercise of judgment and discretion; routinely writes, edits, and submits materials for internal/external communications.
- Maintains and analyzes set of complex budgetary records by performing bookkeeping related duties such as reconciling, monitoring, making, and tracking expenditures, preparing budget statements regarding the status of accounts, making recommendations as to projected budgets.
- Conducts on a recurring basis special projects and assignments as directed; collects, compiles, and writes updates and reports on findings, including preparation of preliminary findings.
- Acts with high degree of independence as liaison with inside and outside contacts and in preparing meeting materials, minutes, programs, updates, recruiting volunteers, and other support functions related to work area.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of supervisors to assign, direct, and control the work of employees under their supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.