Position Title: Administrative Assistant
Grade: H
Employment Class Code: R1
Job Code: BC014
FLSA Classification: Non-exempt
Work Week: 20 hours
Reports To: Chair, Faculty Senate

POSITION SUMMARY
Provides administrative support to ensure the efficient and effective operations of the office. Researches, assembles and organizes background materials to expedite oral and/or written response. Performs all duties in full support of the University’s brand, understanding that the positive and effective execution of these duties are instrumental to the University of Hartford’s core business – the education of students.

KEY RESPONSIBILITIES % OF TIME

Acting as a liaison, establishes, cultivates and maintains effective working relationships with internal and external constituencies, providing information requiring knowledge of University policy, procedure and/or precedent. Provides timely and high quality customer service. Fields, screens and evaluates internal and external inquiries, taking action as necessary and appropriate. *

Provides administrative support to the supervisor to ensure smooth and efficient office operations. Composes, edits, proofreads and prepares meeting minutes, correspondence and reports from draft to final form for both internal and external audiences. Handles highly sensitive information with confidentiality and tact. *

Coordinates logistics for meetings, conferences and special events. Prepares agendas, makes travel arrangements and prepares materials for distribution as necessary.

Maintains the supervisor’s calendar, including making and managing appointments.

Establishes, maintains and continually strives to improve office procedures and technology and appropriate software to ensure effective office operations. Maintains office supplies and inventories, reordering as necessary. Maintains office files to ensure easy retrieval by other department staff.

Monitors the department’s budget, making revisions and transfers as necessary and appropriate, in an effort to ensure prudent fiscal oversight.

Performs other related duties as assigned.

* Indicates an "essential" job function.

This job description of the job is for identification and administrative purposes only. It is not intended to be a complete statement of all duties, which may be assigned by the supervisor according to varying needs.

Date Reviewed: December 2015
## Job Description

**Position Title:** Administrative Assistant

### WORKING CONDITIONS

Normal office situation.

### PHYSICAL EFFORT

Typically sitting at a desk or table. | Light lifting or carrying, 25lbs or less.

### KEY JOB REQUIREMENTS

<table>
<thead>
<tr>
<th><strong>Formal Education:</strong></th>
<th>Associate's Degree or 2-Year College equivalent required.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Work Experience:</strong></td>
<td>3 years to &lt; 5 years.</td>
</tr>
<tr>
<td><strong>Impact of Actions:</strong></td>
<td>Makes recommendations or decisions which usually affect the entire department.</td>
</tr>
<tr>
<td><strong>Complexity:</strong></td>
<td>Varied. Work is complex and varied and requires the selection and application of technical and detailed guidelines. Problems are not easy to identify, but are similar to those seen before. Moderate analytical ability is needed to gather and interpret data where results/answers can be found after analysis of several facts. Solutions can often be found by using methods chosen before in other situations.</td>
</tr>
<tr>
<td><strong>Decision Making:</strong></td>
<td>Varied. Supervisor is available on an &quot;as-needed&quot; basis to establish general objectives and to identify potential resources for assistance. Independent judgement is required to select and apply the most appropriate of available guidelines and procedures to achieve desired results.</td>
</tr>
<tr>
<td><strong>Internal Communication:</strong></td>
<td>Requires regular contacts to discuss issues of moderate importance and to respond to inquiries. Occasionally requires contact with officials at higher levels on matters requiring cooperation, explanation and persuasion.</td>
</tr>
<tr>
<td><strong>External Communication:</strong></td>
<td>Requires regular external contact to discuss issues of moderate importance and respond to inquiries. Occasionally requires contact with the public involving the enforcement of regulations, policies and procedures.</td>
</tr>
<tr>
<td><strong>Customer Relations:</strong></td>
<td>Contact with customers involves more complex servicing over the telephone, in writing or in person to resolve complaints, make adjustments or correct mistakes about a selected service, product or capability.</td>
</tr>
<tr>
<td><strong>Managerial Skills:</strong></td>
<td>Has responsibility or authority which is limited to the direction of temporary or student workers.</td>
</tr>
<tr>
<td><strong>Knowledge &amp; Skills:</strong></td>
<td>Advanced Skills. Able to read and reference materials and obtain information. Prepares letters and/or reports following policies and procedures. Able to operate various standard office machines.</td>
</tr>
<tr>
<td><strong>Special Skills:</strong></td>
<td>* The ability to work effectively with diverse groups.</td>
</tr>
</tbody>
</table>

This job description of the job is for identification and administrative purposes only. It is not intended to be a complete statement of all duties, which may be assigned by the supervisor according to varying needs.

**Date Reviewed:** December 2015