



## POSITION GUIDE

**Position Title:** Administrative Assistant  
**Department:** Technology Services  
**Reports to:** Director of Technology Services

**Code:**  
**Group:** Confidential, zone 16  
**Date:** December 2011

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### PURPOSE OF POSITION:

The Administrative Assistant, under the supervision of the Department Director, will assist the department director with all daily administration related to the department. The Administrative Assistant will proactively support the director and department staff with fulfilling duties and activities that meet customer needs. All responsibilities will be in line with the department and IU 13 goals.

### ESSENTIAL FUNCTIONS:

***All job functions are to be executed through the lens of high quality customer service. Customers are defined as both internal and external clients. Examples demonstrative of high quality service may include, but are not limited to, the following:***

- ***prompt responsiveness to inquiries***
  - ***professional and courteous verbal and nonverbal communication***
  - ***proactive problem solving***
1. Manages, in a positive manner, the daily operations of the department on behalf of the director to include but not limited to: phone screening, calendar management, and meeting coordination.
  2. Oversees the accurate administration of the department budget(s) and ensures timely processing of all invoices, internal charges, and external billing.
  3. Prepares correspondence on behalf of the director or the department while ensuring compliance with the IU 13 Publication Standards guidelines.
  4. Tracks and manages, in an accurate manner, department specific data to include but not limited to: Help Desk ticket resolution times, strategic priorities and milestones, customer service surveys.
  5. Ensures departmental coverage and manages Non-Instructional Support Staff (NISUP) workflow to ensure maximum efficiency of the staff.
  6. Makes travel arrangements for the director ensuring accuracy of all public transportation and hotel accommodations.
  7. Creates the departmental Board agenda ensuring the accuracy and timeliness of all requested actions.
  8. Oversees all departmental legal correspondence and communicates, in a timely manner, all necessary legal issues to the appropriate office; staff; and/or attorney.
  9. Develops and ensures accuracy of presentations to be made by the director and/or department managers.

*This is not a complete itemization of all facets of this position.*

10. Maintains up to date technical skills to include but not limited to: IFAS, Sharepoint, MFP's, My Learning Plan, Meeting Room Manager, Help Desk Ticket System, OnBase, Knowledge4Solutions, and Microsoft Office Suite.
11. Acts as communication liaison for the director in the director's absence maintaining a positive demeanor with all contacts.
12. Manages the IU 13 website content on behalf of the department ensuring the accuracy and timeliness of information to be added or removed.
13. Coordinates the purchase of and maintains an accurate inventory of all supplies for the department.
14. Attends meetings both onsite and offsite and takes accurate minutes of the meeting for the director.
15. Supports the role of safety for the department and assists staff with understanding their role in making our workplace safe.
16. Establishes and sets up video conferences for all departmental meetings requiring the use of video conference technology and other emerging technologies.
17. Performs other duties as directed.

### **MARGINAL FUNCTIONS:**

Marginal Function will vary with the specified assignment and depend on the particular unit function for which the person is responsible.

### **KNOWLEDGE & SKILL REQUIREMENTS:**

**Education Required:** High school diploma and 5+ years relevant administrative support experience.

**Skills Required:**

- Organizational skills
- Communication skills
- Ability to handle highly confidential information appropriately
- Cognizant of IU 13 policies
- Ability to work in diverse situations
- Possess a positive approach to all issues
- Team player

### **MISCELLANEOUS REQUIREMENTS:**

Adheres to the established work schedule through regular and consistent attendance.

### **SUPERVISION OF PERSONNEL:**

Non-Instructional Support Staff (NISUP)

**PHYSICAL/MENTAL/ENVIRONMENT:**

Physical Demands:

Activities: Sit: 85%  
Walk/stand: 15%

Lifting: Up to 20 lbs. - Lifting of light boxes and office material (unless otherwise noted below)

Vision: Close concentration

Mental Demands: Interpret, analyze and problem solve

Environment: Normal office environment

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