

MORGAN STATE UNIVERSITY

JOB SPECIFICATION



ADMINISTRATIVE ASSISTANT II

Class Code: 2572
Pay Range: 09

FLSA Code: N/E (Non-Exempt)

JOB SUMMARY

Under general supervision, provides complex administrative secretarial and clerical support to an individual or group. Work requires comprehensive knowledge of the organization or program where assigned, skill in working with issues related to policy, procedures, and confidential matters, and involves intensive participation in the work of the supervisor. Incumbents exercise discretion and frequent independent judgment and action with considerable consequence of error.

PRIMARY DUTIES

1. Prepares and revises manuscripts, correspondence, charts, forms, and other materials from copy created by others using typewriter and/or automated office equipment. Proofreads materials.
2. Drafts replies to general inquiries which do not require technical program knowledge. Signs routine correspondence of a non-technical nature.
3. Reads and edits outgoing correspondence for procedural, typographical and grammatical accuracy, conformance with general policy and factual correctness. Calls deviations or inadequacies to writer's attention.
4. Exercises independent judgment and initiative in establishing and revising complex and sensitive filing systems. Enters, updates, and retrieves information stored in files and databases; customizes special reports.

5. Researches, analyzes, and summarizes information and source materials for reports independently and communicates findings orally and in writing.

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6. Receives and reads incoming correspondence and information. Summarizes and prioritizes review of correspondence. Screens out items to be handled personally and forwards remainder with necessary background material.
7. Receives and screens telephone calls and visitors. Independently handles procedural and substantive matters and inquiries which do not require technical knowledge or refers callers to others as appropriate.
8. Makes all necessary arrangements for travel and independently performs required administrative follow-up and recordkeeping.
9. Monitors and updates time, leave, inventory, and account records. Assists in preparing and administering departmental budget.
10. Acts as intermediary for supervisor, interacting with officials, staff at all levels and the public. Provides information requiring comprehensive knowledge of institutional policies, procedures, and special departmental issues.
11. Anticipates supervisor's course of action when absent and facilitates problem resolution. Interprets administrative decisions and policies to other staff and transmits directions and instructions based on authority delegated by the supervisor.
12. Ensures confidentiality of information. Provides guidance and instruction to office support staff.
13. Supports office by using automated equipment such as facsimile machines, personal or networked computers and printers, copy equipment, voice messaging and electronic mail systems, and telephone equipment.

Note:

The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or GED.

EXPERIENCE: Three years secretarial experience.

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OTHER: Some positions may require specific skills such as machine transcription, shorthand, legal or medical terminology. All applicants must successfully complete the institution's required selection criteria.

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Comprehensive knowledge of and skill in the practical application of office practices, procedures, and equipment; of business English, spelling, punctuation, grammar, and arithmetic; of UMS policies and procedures and the institution's purpose, goals, and procedures. General knowledge of and skill in the use of word processing, database, and spreadsheet software programs. Skill in composing a variety of correspondence; in operating manual and automated office equipment; in managing filing systems; in gathering and summarizing information; in maintaining confidentiality of information and handling sensitive matters with discretion and tact. Ability to project a professional and positive image; to understand and follow oral and written instructions; to communicate effectively both orally and in writing; to make effective oral presentations; to interact with students, public officials and staff at all levels in a courteous and efficient manner; to plan, organize, prioritize, and execute complicated and continuing assignments without instruction; to manage office operations and staff.

OTHER:

Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.