Staff Assistant IV (0727)

**Basic Purpose/Job Function:** Serves as lead supervisor for designated employees and organizing and coordinating clerical and secretarial functions following established standards.

**Examples of Titles Replaced:** Legal Assistant, Customer Service Supervisor, Service Operations Supervisor, Telecom Customer Service Supervisor

**Typical Functions May Include:**

1. Assuming day-to-day responsibility for organizing and coordinating specialized clerical functions
2. Answering questions, providing information and handling complaints for internal and external customers
3. Changing office procedures for a more efficient operation
4. Controlling delegated budgetary expenses
5. Reviewing billing from contractors and vendors, making adjustments as needed
6. Calculating service costs and issuing service contracts for on and off campus vendors
7. Issuing cash accounts, credit cards, administrative billing and equipment codes
8. Establishing and maintaining filing systems including confidential documents
9. Assisting with design and selection of departmental computer programs
10. Selecting, training and evaluating performance of assigned staff
11. Preparing staff schedules and tracking time worked
12. Coordinating departmental personnel and payroll issues
13. Performing other related duties as assigned

**Risk Management:** Uses established safety practices to protect the health and safety of personnel and property.

**Supervision of Others:** Supervises, trains and evaluates clerical support staff.

**Supervision Received:** Receives limited supervision; determines action to be taken handling all but unusual cases.

**Minimum Qualifications:**

- **Education:** High School diploma or GED, some college
- **Experience:** 18 – 36 Months  **Type:** Office Supervision/Management
- **Skills:** Good written and personal communication and organizational skills; ability to perform basic math functions including fractions and percentages; excellent computer skills
Special Requirements: Frequent exposure to pressure caused by deadlines and busy periods; requires contact with other departments and university officials; may require travel; may be required to bend, lift, stoop, carry and be exposed to temperature changes.

Licenses: Determined by the nature of the position and/or department.

Certifications: Determined by the nature of the position and/or department.

Minimum requirements may be met by an equivalent combination of education and experience, unless otherwise designated in writing by the department.

Departments are responsible for site-specific job descriptions.