

**OFFICE SUPPORT SPECIALIST** -- The Office Support Specialist will report to the Associate Deputy Director for Research and Policy Studies and is responsible for supporting staff in the Academic Affairs, Research and Policy Studies, and Student Development divisions including:

1. Performance - Regular Assignments
  - a. Proofing, editing, and keyboarding correspondence including reports, emails, manuals, graphs, charts, agenda items, and similar materials.
  - b. Making all necessary travel arrangements including preparation of approval requests, transportation reservations, and lodging accommodations; and preparing related invoices and travel vouchers. Following-up with staff on outstanding travel to be processed in order to expedite process of payment.
  - c. Making arrangements for meetings and conferences following general instructions including scheduling the facilities, copying materials provided by supervisor, distributing materials to participants following general instructions; maintaining documentation of conference attendees, including processing of registrations and fees, and preparing the room for the meeting. Generating invoices for any outstanding fees for conferences/events, and following up, as necessary. Attending meetings, when requested, and recording minutes/notes as requested. Creating a draft of meeting minutes from a recording of the meeting as requested. Tabulating conference evaluations and comments after the meeting.
  - d. Screening calls and visitors for supervisors and staff, as necessary. Determining needs and handling routine inquires and requests, or problems. Providing factual information regarding unit regulations and procedures. Assisting with backup of office main desk telephone coverage.
  - e. Maintaining filing systems.
  - f. Stocking copiers, printers, and fax machines and providing routine copier, printer, and fax maintenance.
  - g. updating college submissions into designated databases for grant reports & plans. Notifying colleges of delinquencies. Maintaining log of colleges' report/survey submissions, compiling information for reports, as appropriate.
  - h. Maintaining directories, mailing labels, and lists for contacts.
  - i. Processing and distributing course and curriculum forms to the colleges. Maintaining file system.
  - j. Providing clerical support for activities associated with the Student Advisory Committee.
  - k. Performing other duties as assigned by the Deputy Directors and Senior Directors of Academic Affairs, Research and Policy Studies, and Student Development.

**Minimum Qualifications:**

1. High school graduation or equivalent.
2. Any one or combination totaling three years from the following categories:
  - (a) work experience performing routine clerical/office support work, including use of computer systems
  - (b) vocational training that provided a knowledge of generally accepted clerical procedures

## Office Support Specialist (Continued)

(c) college or university course work in Office Occupations, Business Administration, Business Education, or closely related fields

36 semester hours = twenty-four months

(d) college or university course work in any curriculum

60 semester hours = twenty-four months

Amounts of experience or training less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

### **Other Minimum Acceptable Qualifications**

1. Working knowledge of office support and routine office practices and procedures.
2. Thorough knowledge of spelling, grammar, punctuation, sentence and paragraph structure, and formatting.
3. Skill in oral and written communication
4. Ability to utilize various software packages.

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State Universities Civil Service System Title: Office Specialist Associate