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| MANUAL Student Employment Career Services | SECTION Student Job Description | PAGE 1 / 2 REVISED 5/24 |
| SUBJECT General Office Aide | RANK x061 | GROUP I |

DEFINITION:

Under the close supervision of a staff or faculty employee or a General Office Assistant, a student usually performs all or part of the following duties:

CLERICAL/ADMINISTRATIVE

- a) Assists with clerical/administrative functions.
- b) Answers the telephone, transfers calls, and answers inquiries professionally.
- c) Sorts, checks, and distributes mail correspondence.
- d) Operates standard office machines such as fax, copier, and other computer equipment proficiently.
- e) Schedule appointments/meetings.
- f) Files necessary materials and assists with inventories.
- g) Runs office errands.
- h) Compiles data for reports.
- i) Inputs data using Microsoft Office.

BASIC QUALIFICATIONS:

None. This is an entry-level position.

QUALIFICATIONS FOR STARTING AT STEP B:

One (1) year of clerical experience.

LEARNING OUTCOMES*:

- Establish, maintain, and leverage relationships with people who can help one professionally.
- Show an awareness of own strengths and areas for development.
- Understand the importance of and demonstrate verbal, written, and non-verbal/body language abilities.
- Employ active listening, persuasion, and influencing skills.
- Communicate in a clear and organized manner so that others can effectively understand.
- Frame communication with respect to the diversity of learning styles, varied individual communication abilities, and cultural differences.

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- Promptly inform relevant others when needing guidance with assigned tasks.
- Multi-task well in a fast-paced environment.
- Actively contribute to inclusive and equitable practices that influence individual and systemic change.
- Keep an open mind to diverse ideas and new ways of thinking.
- Act equitably with integrity and accountability to self, others, and the organization.
- Prioritize and complete tasks to accomplish organizational goals.
- Consistently meet or exceed goals and expectations.
- Have attention to detail, resulting in few, if any, errors in their work.
- Listen carefully to others, taking time to understand and ask appropriate questions without interrupting.
- Be accountable for individual and team responsibilities and deliverables.
- Collaborate with others to achieve common goals.
- Build strong, positive working relationships with supervisor and team members/coworkers.
- Use technology to improve the efficiency and productivity of their work.

*Learning outcome descriptions from the [National Association of Colleges and Employers \(NACE\)](#).