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DEFINITION:

Under the direction of a Manager/Supervisor, a student performs all or part of the following duties:

(a) Types and prepares documents.

(b) Uses various business software applications to create diverse media.

(c) Proofreads and edits materials to ensure accuracy, completeness, grammar, and format.

(d) Gathers data for reports based on specific requests or instructions.

(e) Manages electronic files by entering, retrieving, updating, verifying, and deleting information.

(f) Organizes and maintains files.

(g) Processes incoming and outgoing mail.

(h) Responds to inquiries by providing directions, instructions, or relevant information or directs inquiries to appropriate individuals.

(i) Takes and transcribes dictation, meeting minutes, records of conferences, discussions, and interviews.

(j) Operates standard office equipment.

BASIC QUALIFICATIONS:

Completion of English 160 and 161 or exemption from the composition requirement.
Three (3) years of related experience or at least three years of University coursework.
Accurate typing at 40 w.p.m. Working knowledge of basic English grammar, usage, and punctuation. Editorial ability.

ADDITIONAL QUALIFICATIONS:

Prior experience in the operation of word-processing or computerized phototypesetting equipment.

LEARNING OUTCOMES*:

- Understand the importance of and demonstrate verbal, written, and non-verbal/body language abilities.
- Communicate in a clear and organized manner so that others can effectively understand.

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- Frame communication with respect to the diversity of learning styles, varied individual communication abilities, and cultural differences.
- Multi-task well in a fast-paced environment.
- Demonstrate flexibility by adapting to diverse environments.
- Act equitably with integrity and accountability to self, others, and the organization.
- Demonstrate dependability.
- Have attention to detail, resulting in few, if any, errors in their work.
- Consistently meet or exceed goals or expectations.
- Use technology to improve the efficiency and productivity of their work.
- Manage technology to integrate information.
- Manipulate information, construct ideas, and use technology to achieve strategic goals.
- Navigate change and be open to learning new technologies.

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