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.
General Office Aide

- 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).*