POSITION TITLE

Administrative Assistant

POSITION SUMMARY

Serve as a front office administrative support by performing duties related to front office support. This position requires the ability to work effectively and independently under general supervision, works closely with the department administrative staff, and is supervised by the front office manager.

The department consists of approximately 32 faculty, 4 teaching academic staff, 30 part-time lecturers, 3 permanent office university staff, and 70 teaching assistants. The department offers over 500 course sections per academic year and is housed in the Engineering and Mathematical Sciences (EMS) Building.

Goals and Worker Activities

Front Office Administrative Support

A1. Act as department front office’s contact person and support for front office inquiries by answering telephones and greeting visitors; answer routine inquiries about university or program policies and procedures; screen and direct calls; leave written and email messages when appropriate.
A2. Serve as courier for confidential and time-sensitive documents & materials to and from other departments and offices on campus; distribute incoming mail; receive and distribute packages to recipients.
A3. Assist department employees with copier machine use, such as duplicating and collating examinations and other documents; monitor and replenish supplies in copy room.
A4. Assist the administrative staff, Department Chair and/or faculty members on various projects: compile, input, and/or review data for course evaluations, schedules, reports, and other projects.

The goals and work activities listed are intended to describe the essential functions of persons assigned to this job. They are not intended as an exhaustive list of all job duties, responsibilities, and requirements.

Required Knowledge, Skills, and Abilities

1. Ability to communicate courteously and effectively with supervisors, co-workers, faculty, students and the general public.
2. Demonstrate organizational skills, independent judgment and initiative.
3. Demonstrate excellent writing skills, analytical skills, and problem solving ability.
4. Ability to manage multiple projects concurrently and to manage workload, both independently and as part of a team.
5. Ability to meet deadlines and deal with stressful situations.
7. Ability to learn departmental policies and procedures related to department administrative operation and academic programs.
8. Demonstrate punctuality, reliability and have the ability to work well within a dynamic team environment.

**Working Conditions While Performing Essential Functions**

Exposure to low-level noise and chemicals related to operation of equipment such as computers, printers, shredder, and photocopier

**Equipment Used to Perform Essential Functions**

Computer terminal, scanner, typewriter, photocopy machine, fax machine, calculator, and shredder

**Confidentiality**

It is my responsibility, as a University of Wisconsin-Milwaukee employee, to ensure the security and confidentiality of customer records and information; protect against any anticipated threats or hazards to the security or integrity of such records and information; and protect against unauthorized access to or use of such records or information that could result in substantial harm or inconvenience to any customer.

12/2016