

## **Keyboard Specialist 2 Department Secretary Position Description**

### Reception Duties:

As the first line of contact with the Graduate School, the incumbent is expected to answer a multi-line phone and assist all visitors to the Graduate School, directing callers and visitors to appropriate individuals within the Graduate School, academic departments, and other University offices. He/she will be expected to develop a working knowledge of the University, the Graduate School and academic departments, as well as internal systems and office functions, in order to answer routine questions about graduate programs, the University, Graduate School policies, procedures, forms etc. Incumbent will have to define unclear inquiries from graduate school constituents (faculty, staff, students, and prospective students) and direct those inquiries to appropriate individuals. Providing accurate and detailed phone assistance to departmental secretaries, particularly new secretaries, regarding graduate school procedures or protocols is one of the essential duties of this position.

### Letters and Mailings:

Incumbent must be able to edit and tailor form letters and merge datasets into mailing labels, forms, letters, etc., as well as being able to create new forms and letters as needed. Other duties in this area include light data-entry using Access database and Excel spreadsheet software. Incumbent is responsible for the copying and distribution of various documents as needed.

### Office Mail:

Incumbent delivers to and retrieves from the Capen Building Mailroom all incoming and outgoing departmental mail. Mail is opened, sorted, stamped and distributed twice daily per established office protocols.

Scan University-wide announcements and distribute to departmental staff.

### Inventory:

Incumbent is responsible for maintain the departmental office supplies inventory; ordering new and replenishment supplies as needed - both for standard office items and special requests from individual staff members, as per office protocol. Incumbent is also responsible for monthly copy machine readings.

### Budgetary Duties:

Incumbent may be expected to work with the Resource Manager and Staff Assistant to reconcile the Graduate School Tuition Scholarship Allocation by recording the tuition scholarship charges of Gilbert Moore Fellows and Graduate Assistants assigned to the Office of the Vice Provost for Graduate Education; then verify charges and adjusting the internal report according reports from Bursar's Office. He/she is also responsible for reconciling charges for electronic theses and dissertations against individual student's accounts. The work must be done accurately and in a timely fashion.

### Calendar:

This secretary is expected to schedule appointments and meetings for the Assistant Dean and Assistant Director of the Office of Student Services, as well as keeping their calendars up-to-date. The incumbent may also be required to schedule appointments and up-date calendars for other professional staff in the Graduate School.

Filing:

Filing duties include pulling student files needed by other staff members; creating new student files (includes data-entry, running access queries, merging labels); and filing fellowship information appropriately. Quarterly maintenance of Office of Student Services file system includes archiving out-of-date records, reclassifying sets of records, and filing various petitions with current or archived files. All file maintenance work must be done accurately, appropriately and efficiently, as per established office protocol and schedule.

Faxing:

Incumbent ensures the timely daily delivery of faxes to members of the Graduate School staff and to other departments, including exceptional registration requests (to the Registrar's Office) and course-scheduling updates and changes (to the Central Scheduling Office).

Email:

Incumbent is responsible for responding to e-mail inquiries received at the general Graduate School account, and/or forwarding all others to relevant Graduate School staff or other University academic and administrative, as appropriate.

Supervision:

Supervise and monitor the undergraduate Student Assistants assigned to the Graduate School, allocating tasks and ensuring timely completion of assigned tasks. Incumbent reviews and signs Student Assistants' time-sheets, distributes internal copies and submits originals to HR Services.