



UNIVERSITY OF MASSACHUSETTS MEDICAL SCHOOL

POSITION DESCRIPTION

Job Title:	Job Code:	Department:	L.U.:	Grade:
NEW TITLE	XXXXXX	VARIOUS	28	N-13
SBU	Various	MS0018- Administrative Assistant		
Manager/Non Manager	Individual Contributor - No direct reports			

POSITION SUMMARY:

Under the direct supervision of the Manager or designee, the Administrative Assistant performs diversified and moderately complex administrative duties.

Primary responsibilities involve utilization of various education computer programs for course registration, syllabus, curriculum, evaluation, data management and reporting. The Administrative Assistant for education programs may function as a liaison between the program and other departments at UMMS regarding administrative and training issues.

Under general supervision of the:

ESSENTIAL FUNCTIONS

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General Responsibilities

Maintain	appointment book and calendar(s)
	Type, edit, and proofread material
Respond	to routine questions and answer routine correspondence
Greet	visitors, ascertain their needs, and provide information
Schedule	or arrange for conferences, meetings, interviews, appointments, or similar activities

Data Support

Perform	data entry

Clerical Support

Answer	phones and screen calls. Take messages and relay information within scope of authority. Respond to routine questions
Open	, review, distribute incoming mail. Identify priority mail and route accordingly
Review	, sort, and file a variety of material. Set up and maintain filing system as needed. Provide information
Prepare	materials, agenda, notes, and handouts
Order	and maintain office and other department supplies

Takes prompt action to accomplish tasks and meet goals and objectives	
Completes assignments with minimal direct oversight	
Utilizes equipment, supplies, and technology to achieve maximum efficiency	
Recommends process improvements within department or organization	
Collaborates with other employees and departments as needed	
Actively participates in the development and achievement of team goals	
PROBLEM SOLVING/DECISION MAKING	
Identifies and analyzes problems weighing the relevance and accuracy of available information and recognizing one's filters, privileges, biases, and cultural preferences	
Generates and evaluates alternative solutions and makes effective and timely decisions	
Reviews the effects and implications of decisions and takes appropriate follow up actions	
QUANTITY/QUALITY of WORK	
Pays close attention to detail	
Strives to achieve accuracy and consistency in all tasks	
Organizes work to achieve maximum productivity	
Actively applies strategies and tactics that routinely deliver results	
Follows all safety rules, proactively works to prevent accidents, and encourages the use of sound judgment in order to comply with departmental and UMMS safety policies and procedures	
Produces a consistently high volume of work that also meets quality standards	
SERVICE ORIENTATION	
Applies effective interpersonal and problem-solving skills when responding to clients	
Treats all of our diverse internal and external clients with respect and courtesy	
Understands the needs and expectations of diverse clients and anticipates how to fulfill them	
Demonstrates cultural sensitivity and competence when interacting with clients, fellow employees, and guests	
Takes personal responsibility applying proactive, solution focused approaches in responding to client needs	
DIVERSITY & INCLUSION	
Understands how social group identities shape the settings in which we work	
Demonstrates self-awareness and the ability to see other points of view, valuing diverse experiences and ways of knowing	
Negotiates conflict and facilitates discussions with culture competence and cultural humility	
Shows commitment to continuous learning/improvement in managing diversity	
Department/Position Specific Competencies:	
Clerical - Knowledge of filing, typing, entering data, maintaining records, taking shorthand, and using and completing forms.	
Data Security/Confidentiality - Understands the importance of protecting confidential data and the security of systems and fully complies with all legal, regulatory, and organizational policies.	
Job Knowledge - Understands job responsibilities and scope of authority. Understands and applies functional concepts and skills necessary to accomplish job tasks.	
Computer Skills - Uses computers, software applications, databases, and automated systems to accomplish work.	
Dependability - Arrives on time to work, meetings and appointments. Adheres to schedule. Follows up on decisions, actions, and commitments.	
PHYSICAL DEMANDS AND WORK ENVIRONMENT:	Level
Not exposed to any adverse environmental conditions.	Constant position requirement
Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.	Constant position requirement
Sedentary work. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time.	Constant position requirement

Add additional details here:	
MACHINES AND EQUIPMENT USED:	
Telephone	
Fax	
Copier/Scanner	
Computer	
Add additional details here:	
REQUIRED QUALIFICATIONS:	
Education	HS Graduate or equivalent
Add additional details here:	
Experience	
Add additional details here:	<ul style="list-style-type: none"> •1 year of related experience •Knowledge of Microsoft Office products: Word, Excel, PowerPoint, and Outlook •Demonstrated organizational, verbal, written and interpersonal skills necessary to interact effectively with all levels of personnel •Ability to prioritize and problem solve
PREFERRED QUALIFICATIONS:	
Education	
Add additional details here:	• Specialized secretarial training
Experience	
Add additional details here:	
SIGNATURES:	
Manager:	<u>Core</u> 8/8/2019
Department Head:	<u>Core</u> 8/8/2019