



UNIVERSITY OF MASSACHUSETTS MEDICAL SCHOOL

POSITION DESCRIPTION

Job Title:	Job Code:	Department:	L.U.:	Grade:
NEW TITLE	XXXXXX	VARIOUS	28	N-15
SBU	Various	MS0008- Administrative Assistant I		
Manager/Non Manager	Individual Contributor - No direct reports			

POSITION SUMMARY:

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

Under general supervision of the:

ESSENTIAL FUNCTIONS

%

General Responsibilities

Prepare and/or update correspondence, memoranda, agendas, handouts, website updates, and reports, etc.

Type, edit, and proofread material

Respond to routine questions and answer routine correspondence

Greet visitors; ascertains their need and provide information

Maintain calendar(s)

Data Support

Perform data entry and generate reports

Audit data entry

Travel and Event Support

Arrange travel logistics and coordinate schedules. Complete travel advance and authorization forms

Maintain travel records

Schedule or arrange for conferences, meetings, interviews, appointments, or similar activities

Finance Support

Submit voucher forms with appropriate receipts and information for reimbursement

Process and track documents such as invoices, payments, and requisitions. Reallocate purchases when necessary

Clerical Support

	Answer	phones and screen calls. Take messages and relay information within scope of authority
	Review	, sort, and file a variety of material. Set up and maintain filing system as needed. Provide information
	Order	and maintain office and other department supplies
	Open	, review, distribute incoming mail. Identify priority mail and route accordingly
NONESSENTIAL FUNCTIONS		
Function		%
The employee will also be required to perform other duties as assigned		
	Total of essential and non essential functions should be 95-100%:	0
Core Competencies (expectations for <u>all</u> UMMS employees):		
ACCOUNTABILITY		
Holds self and others accountable for measurable, high-quality, timely, and cost effective results		
Consistently demonstrates energy, enthusiasm, and maximum effort in completing responsibilities		
Demonstrates flexibility in response to changing priorities		
Accepts personal responsibility for own actions, including errors		
Supports other team members by prioritizing and altering daily routines to complete assignments		
Complies with established policies, procedures, and rules		
Participates in cross-functional teams and works effectively with employees from diverse backgrounds		
INITIATIVE		
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

<i>Add additional details here:</i>		
MACHINES AND EQUIPMENT USED:		
Telephone		
Fax		
Copier/Scanner		
Computer		
<i>Add additional details here:</i>		
REQUIRED QUALIFICATIONS:		
Education	HS Graduate or equivalent	
<i>Add additional details here:</i>		
Experience		
<i>Add additional details here:</i>	<ul style="list-style-type: none"> •3 years 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		
<i>Add additional details here:</i>	• Specialized secretarial training	
Experience		
<i>Add additional details here:</i>		
SIGNATURES:		
Manager:	<u>Core</u>	8/8/2019
Department Head:	<u>Core</u>	8/8/2019