



## UNIVERSITY OF MASSACHUSETTS MEDICAL SCHOOL

## POSITION DESCRIPTION

Job Title:	Job Code:	Department:	L.U.:	Grade:
NEW TITLE	XXXXXX	VARIOUS	28	N-17
SBU	Various	MS0004- Administrative Assistant II		
Manager/Non Manager	Individual Contributor - No direct reports			

## POSITION SUMMARY:

Under the general supervision of the Manager/Department Head or designee, the Administrative Assistant II coordinates and performs a variety of confidential and complex administrative duties independently with minimal direction.

Primary responsibilities involve utilization of various education computer programs for course registration, syllabus, curriculum, evaluation, data management and reporting. The Administrative Assistant II 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

%

## General Responsibilities

Coordinate

and perform complex and varied administrative tasks requiring independent action and the setting of priorities and procedures

Prepare

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

Record

, prepare, and distribute minutes

Maintain

calendar(s)

Assist

employees with onboarding, training, and answer operational questions within the scope of duties

## Data Support

Assist

with the processing of payroll, personnel action, and other human resource related forms

Perform

data entry and generate reports

Organize

information into spreadsheet format from data collection. Generate reports in preparation for analysis and graphical display from spreadsheets and databases

## Travel And Event Support

Arrange

travel logistics and coordinate schedules. Completes travel advance and authorization forms

Maintain

travel records

Schedule

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

<b>Finance Support</b>		
Review	expense reports. Submit voucher forms with appropriate receipts and information for reimbursement	
Process	and track documents such as invoices, payments and requisitions. Follow up on payments. Reallocate purchases when necessary	
<b>Clerical Support</b>		
Answer	phones and screen calls. Provide information independently and respond to complex questions	
Greet	visitors; ascertain their needs and provide information	
Review	, sort, distribute, and file a variety of material. Identify priority items and route accordingly	
Order	and maintain office and other department supplies	
Answer	e-mails and respond to routine correspondence	
<b>NONESSENTIAL FUNCTIONS</b>		
<b>Function</b>		<b>%</b>
<b>*The employee will also be required to perform other duties as assigned*</b>		
Total of essential and non essential functions should be 95-100%:		0
<b>Core Competencies (expectations for <u>all</u> UMMS employees):</b>		
<b>ACCOUNTABILITY</b>		
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	
<b>INITIATIVE</b>	
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	
<b>PROBLEM SOLVING/DECISION MAKING</b>	
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	
<b>QUANTITY/QUALITY of WORK</b>	
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	
<b>SERVICE ORIENTATION</b>	
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	
<b>DIVERSITY &amp; INCLUSION</b>	
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	
<b>Department/Position Specific Competencies:</b>	
Clerical - Knowledge of filing, typing, entering data, maintaining records, taking shorthand, and using and completing forms.	
Speaking - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.	
Job Knowledge - Understands job responsibilities and scope of authority. Understands and applies functional concepts and skills necessary to accomplish job tasks.	
Accounting - Knowledge of traditional accounting practices including accrual, obligations, and costs methods.	
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.	
<b>PHYSICAL DEMANDS AND WORK ENVIRONMENT:</b>	<b>Level</b>
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
<b>Add additional details here:</b>	
<b>MACHINES AND EQUIPMENT USED:</b>	
<b>Add additional details here:</b>	
<b>REQUIRED QUALIFICATIONS:</b>	
<b>Education</b>	HS Graduate or equivalent
<b>Add additional details here:</b>	
<b>Experience</b>	
<b>Add additional details here:</b>	<ul style="list-style-type: none"> <li>• 5 years of office, or related experience</li> <li>• Proficient in Microsoft Office products and software</li> <li>• Possess the organizational, verbal, written and interpersonal skills necessary to interact effectively with all levels of personnel</li> <li>• Ability to prioritize and problem solve</li> </ul>
<b>PREFERRED QUALIFICATIONS:</b>	
<b>Education</b>	
<b>Add additional details here:</b>	
<b>Experience</b>	
<b>Add additional details here:</b>	<ul style="list-style-type: none"> <li>• Experience with undergraduate or graduate medical education.</li> <li>• Familiarity with education evaluation systems and databases</li> <li>• Maintain confidential research files</li> </ul>
<b>SIGNATURES:</b>	
<b>Manager:</b>	<u>Core</u> 8/8/2019
<b>Department Head:</b>	<u>Core</u> 8/8/2019

