



UNIVERSITY OF MASSACHUSETTS MEDICAL SCHOOL

POSITION DESCRIPTION

Job Title:	Job Code:	Department:	L.U.:	Grade:
NEW TITLE	XXXXXX	VARIOUS	28	N-19
SBU	Various	MSNew- Administrative Assistant III		
Manager/Non Manager	Individual Contributor - No direct reports			

POSITION SUMMARY:

Under the general supervision of the Manager/Department Head or designee, the Administrative Assistant III coordinates and performs a full range of advanced level, confidential, and complex administrative duties independently with minimal direction.

Under general supervision of the:

ESSENTIAL FUNCTIONS

%

Office Coordination

Participate

in the planning and organization of the office in terms of staffing, establishing administrative policies and procedures and financial matters. Develop a comprehensive knowledge of administrative activities of the department and the Medical School

Manage

the daily operation of the office, schedules, organizes and delegates administrative assistant tasks, supervises office activities, resolves problems with medical, professional, and clerical staff

Monitor

and evaluate office procedures. Initiate and implement new procedures. Develop, write, and revise office procedures and manuals

Communicate

confidential information to senior administration, internal operation departments, and external sources

General Responsibilities

Coordinate

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

Draft

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

Record

, prepare, and distribute minutes

Maintain

calendar(s)

Data Support

Process

payroll, orders, requisitions, personnel action, and other payroll and human resource related forms. Maintain confidential files

	Organize	information into spreadsheet format from data collection. Generate reports in preparation for analysis and graphical display from spreadsheets and databases	
	Provide	administrative support for special projects. Assist in preparing data, reports, and follow-up on projects and reports	
	Travel and Event Support		
	Arrange	travel logistics and coordinate schedules. Completes travel advance and authorization forms. Submit voucher forms with appropriate receipts and information for reimbursement	
	Maintain	travel records	
	Schedule	or arrange for conferences, meetings, interviews, appointments, retreats, events, or similar activities	
	Finance Support		
	Assist	the Department Head in budget preparation and reconciliation	
	Complete	journal entries and billing	
NONESENTIAL FUNCTIONS			
Function			%
	Clerical Support		
	Answer	phones and screen calls. Provide information independently and respond to complex questions	
	Greet	visitors; ascertain their needs and provide information	
	Review	mail, highlights action or important items and attaches relevant files or information for review. Respond to routine correspondence. Draft responses to more complex correspondence	
	Maintain	office equipment and inventory of supplies, purchase materials, and prepares purchasing paperwork and contracts. Verify budget is not overspent	
	Assist	with the credentialing process	

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:	
Written Communication - Writes in a clear, concise, organized, and convincing manner for the intended audience.	

Speaking - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.	
Coaching and Motivating - Works to improve and reinforce performance of others. Facilitates their skill development by providing clear, behaviorally specific performance feedback, and making or eliciting specific suggestions for improvement.	
Computer Skills - Uses computers, software applications, databases, and automated systems to accomplish work.	
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.	
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:	
<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"> • 7 years of related experience • Proficient in Microsoft Office products: Word, Excel, PowerPoint, and Outlook • Possess the organizational, verbal, written and interpersonal skills necessary to interact effectively with all levels of personnel • Ability to prioritize and problem solve
PREFERRED QUALIFICATIONS:	
Education	2-Year College Degree

MSNew Administrative Assistant III Core 3-19-2019

Add additional details here:		
Experience		
Add additional details here:		
SIGNATURES:		
Manager:		<u>Core</u> 8/8/2019
Department Head:		<u>Core</u> 8/8/2019