

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: NEW POSITION EXISTING POSITION
(allocated)

PART I - Position Information. Items 1 through 12 to be completed by department

1. Agency Name: Kansas State University **9. Position Number:** W0007137 **10. Department ID:** 3670050010

2. Employee Name (leave blank if position vacant): Lori M. Grell **11. Present Class Title (if existing position):** Senior Administrative Assistant

3. Division: Provost's Office **12. Proposed Class Title:** Administrative Specialist

4. Section: Graduate School

5. Unit:

6. Location (address where employee works):
City: Manhattan County: Riley

7. Type of Appointment (Circle):

Full Time Part Time 100%

School Employee

Limited Term ending date (if applicable):

8. Regular hours of work: (enter appropriate time)
FROM: 8 AM TO: 5 PM

H	13. Allocation	Senior administrative assistant
U		
M	Supervisory Status:	yes/no FLSA CODE: nonexempt/exempt
A		
N		
R	14. Effective Date:	3/12/08
E	15. By:	Approved: [Signature]
S	16. Audit(s)	
O	Date:	By:
U	Date:	By:
R		
C	17. Position Review(s)	
E	Date:	Date:
S	Date:	Date:

PART II - Organizational Information. To be completed by department head or supervisor of the position.

18. a) Briefly describe why this position exists. (Include how the position relates to the purpose, goal, or mission of the unit.)

The person in this position must be professional in all situations, knowledgeable of all aspects of graduate study, have superior communication skills to determine what is needed and provide information clearly and concisely; must be able to determine if serious problems are developing with a visitor and the best course of action to be taken. Incumbent must be able to analyze our procedures and suggest changes to be made through the constant interactions with clients of the Graduate School. As the primary contact with most visitors and over the telephone, this person is largely responsible for the impression that others have of the Graduate School and therefore, must provide quality service that is the primary goal of the Graduate School. This person has the responsibility to defuse as many difficult situations as possible, and conversely, could be responsible for creating serious problems if incorrect information is dispensed or if communication is ineffective or irresponsible.

b) If this is a request to reclassify a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

Due to the administrative restructuring of the Graduate School, the position will now assume new duties related to processing travel requests and vouchers, accounting, recording time and leave in HRIS, and maintaining communication with graduate programs and students awarded a Timothy Donoghue Fellowship.

19. Who is the supervisor of the incumbent in this position? (Who assigns work, gives directions, answers questions and evaluates.)

Name	Title	Position Number
Scott Schlender	Assistant to the Deans	W004449-01130 [Signature]

List other individuals who may provide input for evaluation purposes.

Name	Title	Position Number
Carol Shanklin [Signature]	Interim Dean	W0017065
Shawlin Fox [Signature]	Administrative Assistant	W00-12499

20. a) How much latitude is employee allowed in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

- The employee must determine on the spot the proper response to clients in the office. This involves determining what is needed, if referral should be made to another staff member or to another department, and communicating in an acceptable manner.
- This position necessitates a special knowledge and understanding of the information contained in the Graduate Handbook, the University Catalog, the Graduate Catalog, and our various printed forms and guides, as well as databases and information services within the Graduate School and the computer network. Instructions are both oral and written, but there is very limited direct supervision.
- Most tasks are routine and documented in the position manual. Any special assignments will be made by the Dean or Assistant to the Dean with detailed instructions as to the requirements for the task to be completed.

21. Describe the work of this position using this page and/or one additional page only. (Please use the following format to create task statements for actual job duties:)

What is the action being done (use an action verb); to whom or what is the action directed (object of action); why is the action being done (describe the result or outcome expected); *how is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task, state: Who reviews it? How often? What is it reviewed for?

Number each task and indicate percent of time and identify each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incidental or minimal part of the position or one that can be performed with assistance or by another individual. **OFFICIAL DETERMINATIONS ARE MADE BY CLASSIFICATION SERVICES.**

*The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

<u>No.</u>	<u>%</u>	<u>E or M</u>
1	30	E

Serve as initial and primary contact for the department in providing program information to all visitors to the Graduate School, including the interpretation of procedures as outlined in the GRADUATE HANDBOOK, the GRADUATE CATALOG, and various forms and guides, and in responding to questions from students, staff in all departmental offices, administration and visitors. Provide information to help ensure that all university graduate programs comply with Graduate School standards. Determine priority of clientele requests in order to serve the public better and help make staff members more efficient; ascertain nature of the need or problem and either respond to it personally or direct it to the appropriate staff member. This task requires thorough knowledge of all aspects of the Graduate School rules and guidelines so as to avoid or mitigate problems for students and faculty and communication skills well developed for interacting with diverse individuals.

2	35	E
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Provide continuous review and analysis of office procedures based upon interactions with clientele, recommending and implementing modifications as approved. Review work processes for possible automation to ease in processing and gathering information and to provide better services to the public. Ensure that all off-campus and university mail addressed to the Graduate School and the Office of Research and Sponsored Programs is routed and distributed appropriately by processing materials using knowledge of staff functions and program activities. Process enrollment requests for off-campus graduate students. Responsible for maintaining accurate information on Graduate School's bulletin boards by updating as needed. Download on-line applications for admission each day and send hard copy to appropriate departments. Search for GRE and TOEFL scores in Graduate School database and forward to departmental personnel. Coordinate nominations for Graduate School stipends; send correspondence to programs and students after the Dean or the Dean's designee has been provided the decisions on applications; create and maintain database to track stipends awarded, declined and renewed; monitor budget of stipends accepted and renewed. Monitor enrollment for students awarded stipends. Coordinate travel arrangements of Graduate School administrators and staff. Prepares request for out of state travel and travel vouchers. Post accounting records to Graduate School accounts in Quicken. Responsible for time and leave entry and verification of leave balances for all benefits eligible employees.

3	25	E
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Review student records to ensure accuracy and currency of records by using knowledge of student information system and Graduate School databases which maintains records of approximately 20,000 students. Analyze problems with systems in order to make or propose resolutions and/or adjustments. Access university and network databases and information services. These tasks require skill in relational databases and involve the use of SIS and People Soft Campus Solutions (iSIS) Check enrollment in graduate course work through the Division of Continuing Education and receipt of transcripts. Coordinate content of the Graduate School website. The incumbent is responsible for managing, developing and maintaining and updating the Graduate School home page and web pages to ensure that all information is up to date. Makes necessary corrections and updates referenced on the Graduate School web pages based on approved policy changes and deadlines. Provide oversight to the Graduate School databases and is responsible for managing, developing, maintaining and updating Graduate School databases which are used to track graduate program directory. Record master's programs of study in DARS.

4	10	E
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Other general office duties as required and assigned to include, but not limited to, scheduling of conference rooms, posting final exam results and address changes on SIS/iSIS, distribution of information and forms to students and departments; routine compliance checking tasks (i.e. minimum/maximum enrollment of graduate students and undergraduate student enrollment in graduate course work). Provide support as needed to other staff members during peak periods (e.g. commencement and enrollment). The incumbent is responsible for ordering office stationary, supplies and arrangement for repairs and maintenance of equipment. Reviews and recommends technological and procedural changes to ensure compliance with policy and improve work processes. Serves as support staff for graduate certificate programs; reviews student records for completion of certificate programs to ensure all requirements have been met. Generates the graduate certificates to be awarded to students and maintains database and files of students completing graduate certificate programs.

22. a) If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.

- Lead worker: Assigns, trains, schedules or oversees work of others.
- Supervisor: Plans, staffs, evaluates, and directs work of employees of a work unit.
- Manager: Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b) List the class titles, and position numbers of all persons who are directly supervised and evaluated by employee in this position.

Title	Position Number
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Does not apply.

23. Which statement best describes the results of error in action or decision of this employee?

- Minimal property damage, minor injury, minor disruption of the flow of work.
- Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
- Major program failure, major property loss, or serious injury or incapacitation.
- Loss of life, disruption of operations of a major agency.

Please give examples and describe consequences of action.

Errors in dispensing information might create serious problems for students in completing programs, resulting in embarrassment to the Graduate School and possible legal action against Kansas State University

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

There is daily contact with applicants, faculty administrators, students, various staff members and the general public. Well developed communication skills are required to interpret what is needed and to provide accurate information in a concise and helpful manner. The person in this position is the primary representative of the Graduate School and as such must possess a professional appearance, attitude and communication skills.

25. a) What hazards, risks or discomforts exist on the job or in the work environment?

This position requires a friendly personality, an abundance of patience and considerable people skills and even with these essential traits, the work load is demanding, hectic and sometimes stressful.

b) Describe any methods, techniques, procedures or equipment that must be used to ensure safety for equipment, employees, clients and others.

N/A

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which each is used.

Multiline telephone, personal computer, word processing, databases and office management software (Windows, Microsoft Office including Word, Access and Excel), laser printers, the university student information system (SIS), copy machines and FAX machines. The telephone, student information system, personal computer word processing and office management software and printer are used daily. The other equipment is used at least weekly.

PART III - Education, Experience and Physical Requirements Information.

27. MINIMUM REQUIREMENTS as stated in the State of Kansas Class Specification. (Job skills beyond state specifications should be entered in #29)

One year of experience in general office, clerical and administrative support work. Education
~~Independent work experience in office support/clerical work.~~

BB Maybe substituted experience could be more relevant to the agency.

28. NECESSARY SPECIAL REQUIREMENTS

a) List any licenses, registrations or certifications for this position that are required to perform the essential functions of the position.

None.

b) Describe the physical requirements of the job as they relate to essential functions (focus on results, not methods of obtaining results).

AA Work requires repetitive movements to open to electronic equipment.

29. PREFERRED QUALIFICATIONS AND SKILLS

a) List preferred education or experience that may be used to screen applicants.

Associates degree and/or technical school graduation.

b) List preferred special knowledge, skills and abilities.

Typing, computer skills, ability to communicate effectively both orally and in writing which requires knowledge of standard English usage, spelling and written communication; good interpersonal skills to effectively work with faculty, students, staff, colleagues, administrators and the general public.

30. BONA FIDE OCCUPATIONAL QUALIFICATION (BFOQ)

State additional qualifications for this position that are necessary as a bona fide occupational qualification (BFOQ).