

# 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 W0012934	10. Department Number 3670040010
2. Employee Name (leave blank if position vacant) Abbie Westoff	11. Present Class Title (if existing position) Administrative Assistant	
3. Division College of Education	12. Proposed Class Title	

4. Section  
Dean of Education

5. Unit  
CIMA Center (ESL Program)

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

7. (Circle appropriate time) Lmt'd. Term ending date: 6/30/10  
Full-time 100%  
Part time %

8. Regular hours of work: (enter appropriate time)  
FROM: 8:00 AM TO: 5:00 PM

H	13. Allocation	<i>Administrative Assistant</i>
U	Supervisory Status:	yes <input checked="" type="checkbox"/> no <input type="checkbox"/>
M	FLSA Code:	<i>nonexempt/exempt</i>
A		
N		
R	14. Effective Date:	<i>9/23/09</i>
E	15. By:	<i>[Signature]</i>
S	Approved:	<i>[Signature]</i>
O	16. Audit(s):	
U	Date:	By:
R	Date:	By:
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.)

Provide administrative support for the CIMA Center. Working as main receptionist for the Program this position is the first contact callers and visitors encounter This Program enrolls approximately 600 students each semester via Distance Education, and 100 on campus in the undergraduate program.

b) If this is a request to reallocate 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.

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

Name	Title	Position Number
Susan Erichsen	Public Service Administrator I	W0012919

List other individuals who may provide input for evaluation purposes.

Name	Title	Position Number
Socorro Herrera	Professor, Dir, CIMA Center	W0012839

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.

- a) Each task is performed under general supervision.
- b) Initially, verbal instructions are given to explain duties of position and preferences of the Program Directors. After initial training, this individual is expected to utilize College of Education personnel, and written guidelines such as the Policy and Procedures Manual.
- c) Instructions are usually verbal and are general to specific depending on the complexity of the task; on routine assignments, no instructions are given.

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 person with a disability.

No. % E or M

1. 50% E Receptionist for CIMA (Collaborative Intercultural Multilingual Advocacy) Center. Answer telephone and assist walk-in clientele, who are culturally and linguistically diverse, in order to take messages and relay complex and/or confidential data, and important instructions by providing detailed information regarding university, college and grant policies/procedures, routing callers/visitors to most appropriate source, and clarifying and resolving problems. Substantial knowledge of ESL/Dual Language Program and projects and the ability to answer general questions related to such. Respond to callers/visitors with tact, patience, good oral communication and listening skills and attitudes appropriate to a service oriented, graduate-level program comprised of faculty who have significant state and national reputations and contacts.
2. 10% E Hires, schedules, trains, and directs duties of 5 - 7 hourly students each semester. Ensures that tasks assigned to students are completed as per instructions given on Student Work Order form.
3. 15% E Collect, sort, and mail outgoing mail; collect, sort, and distribute incoming mail. Maintain log of course materials received and mailed out. Mail assignments, course projects, and journals to students after they have been graded. Contact express company to notify them of pick-ups via telephone or email.. Make copies and run faxes utilizing shared machines with other College of Education offices, ensuring that charges are made to the correct project account.
4. 10% E To periodically assist Co-Directors, Project Managers, and Instructors with essential clerical support functions related to project documentation including: database management, data collection/processing, form completion and other similar functions. Work will be reviewed by direct supervisor as each task is completed.
5. 5% E Collect and maintain records and correspondence from and to school districts, liaison facilitators in the field, and other key program stake holders. Follow-up on program participants regarding questions, grade changes, facilitators, etc. File course materials, presentation materials, and information collected from conferences systematically for easy retrieval.
6. 5% E Order and stock all office and computer supplies, equipment and property to maintain an adequate inventory by determining needs of office staff.
7. 5% M Serve as backup to Senior Administrative Assistant in the CIMA Center while he/she is away from his/her workstation.

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

Lead worker: Assigns, trains, schedules, oversees, or reviews 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

5 - 7 Hourly Students

20 hours each per week

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 life, disruption of operations of a major agency.

Please give examples and describe consequences of action.

The person in this position is responsible for maintaining good public relations with US Department of Education, KSU faculty, staff and students, public school teachers and administrators, faculty from other universities. Failure to do so could result in loss of external grant funding, students, faculty and/or staff for the University

This position assists in the management of confidential information such as student files and databases. Since work is reviewed regularly errors are easily detected and cause minor inefficiency.

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

Is in constant contact in person, by telephone, in writing and/or e-mail with prospective and current students, faculty, staff, project liaison facilitators, COE, DCE and KSU administrative offices, public school teachers and administrators, staff and faculty from other universities, and USDE to interpret and direct inquiries, to schedule appointments and meetings, to discuss situations, to resolve issues, to clarify and resolve requests

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

-Work takes place in a normal office environment with limited exposure to noise, dust and temperature extremes.

-Work requires constant interaction with people who may be directly or indirectly associated with KSU. This interaction requires well developed communication skills and can be a source of stress

-Work requires extensive viewing of video display terminal

-Work is detailed and requires visual acuity and attentiveness to details.

-Work requires analytical and evaluative skills to assess problems and take appropriate action.

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

-Ergonomic chair with arm rests

-Computer table at appropriate height

-Break time away from computer

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

Multi-line telephone - daily  
MacIntosh microcomputer and printer - daily  
fax machine - daily  
adding machine - daily

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) *Self months of experience in general office, clerical or administrative support work. Education may be substituted for experience as determined relevant by the agency.*  
*Job knowledge at an advanced level in office support/clerical work.*

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.

n/a

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

-Work requires repetitive movements in entering and generating data by manipulating electronic equipment.  
-Sorting files, documents and other items daily requires *lifting*, moving, arranging and distributing materials.  
*transporting*

29. PREFERRED QUALIFICATIONS AND SKILLS

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

-High School diploma, or GED  
- Previous experience or training with personal computers (preferably Macintosh).  
- Previous experience in working with the public, in person or by telephone.

b) List preferred special knowledge, skills and abilities.

Knowledge of English, spelling, grammar and arithmetic. Ability to proofread and edit for grammar, spelling, syntax and style. Knowledge of office practices, procedures and equipment. Ability to apply, interpret and explain operational rules, regulations, policies and procedures and make minor decisions. Ability to follow oral and written instructions. Ability to compute, verify and compare figures accurately. Ability to detect and reconcile discrepancies in records.

30. BONA FIDE OCCUPATIONAL QUALIFICATION (BFOQ) State additional qualifications for this position that are necessary as a bona fide occupational qualification (BFOQ).