Performance, Reward and Talent

Administrative and Clerical Support Positions

Western Michigan University

May 2015

Overview

The following matrices are the final draft of administrative and clerical support roles at Western Michigan University (WMU) which incorporate input from WMU.

The matrices are designed to capture broad, well-defined roles which may be found across the campus, as opposed to more specific roles found only in one College or functional area. The roles are designed to capture work typically performed in today's University environment, one in which technology is widely utilized and where reductions in staffing have blurred the lines between Western's traditional administrative and clerical jobs.

There are three levels of administrative assistants, from entry through senior. There are two levels of clerical assistants, entry and senior.

Administrative Support Roles

The following matrix captures a high-level overview of the key differences between three levels of administrative support roles, to be known as administrative assistants, at WMU:

Level	Overview	Guidance	Budgets	Technical
Administrative Assistant Senior	• Senior level position applies advanced and specialized expertise of administrative nature above and beyond the scope of the administrative assistant II. • Contributes to and influences departmental administrative practices. • Completes assignments which are moderately difficult or difficult. Resolves issues, including atypical, sensitive, and/or confidential issues, and provides recommendations. • Requires advanced knowledge and specialized skills typically acquired though on-the-job experience and job-related training. • May require completion of certificate program, college classes, or Associates degree. • Typically possesses 5 years or more of related experience.	• Typically receives general supervision and high level guidance on the most complex assignments. • Functions as "go to" for other colleagues. Responds to inquiries from others inside and outside work area. • May lead other staff, assigning tasks and providing guidance to lower-level workers. • May provide guidance and direction to student employees.	• Administers fiscal controls consistent with University guidelines • Monitors budget activities and resolves budget issues and/or questions. • Produces various budget reports, and may project expenditures based on history or managerial input. • Assumes primary administrative responsibility for monitoring and tracking allocation and/or consumption of substantial grant and/or gift funding.	• Highly adept at maintaining, utilizing, and querying division/departmental databases and systems and utilizes and queries enterprise resource planning (ERP) systems. • Maintains content for Web pages and/or websites. • Provides event planning support including non-routine and first-time events. • Supports marketing of events and other activities. • May monitor or submit payroll data or reports.

Level	Overview	Guidance	Budgets	Technical
Administrative Assistant II	• Career-level position demonstrates proficiency and knowledge of administrative area above and beyond the scope of the administrative assistant I. Understands knowledge and concepts of field of work. Follows established procedures on most work assignments. • Understands departmental administrative practices and may contribute to changes or updates. • Completes assignments which are semi-routine and may be atypical in nature. Applies solid knowledge and understanding to resolve problems and issues which may address sensitive or confidential concerns. • Requires knowledge and skills typically acquired through on-the-job experience and job-related training. • May require completion of certificate program, college classes, or Associates degree. • Typically possesses 3 years or more of related experience.	• Works under direct supervision. Typically receives guidance on more complex assignments. • Operates independently when performing routine and semi-routine tasks. • May lead other staff, assigning tasks and providing guidance to lower-level workers. • May provide guidance and direction to student employees.	• Monitors, tracks and reconciles the budget. • Enters budget data and prepares budget reports. • May research budget related issues. • May monitor or track allocation and/or consumption of grant and/or gift funding.	• Maintains, utilizes, and queries division/departmental databases and systems and utilizes and queries enterprise resource planning (ERP) systems. • Utilizes databases and/or department specific systems. • Maintains content for Web pages and/or websites. • Provides event planning support, typically of a routine or repetitive nature. May support a first-time event. • Supports marketing of events and other activities. • May monitor or submit payroll data or reports.

Level	Overview	Guidance	Budgets	Technical
Administrative Assistant I	• Entry-level administrative support position acquires job skills and learns standard operating procedures and policies to complete tasks. • Acquiring understanding of departmental administrative practices. • Works on assignments which are routine in nature, requiring limited judgment. Refers difficult or less routine issues to supervision or higher-level workers for assistance. • May require completion of certificate program, college classes, or Associates degree. • Entry position typically possessing less than 1 year of related experience.	• Works under direct supervision. Typically receives guidance on new work assignments. • Operates fairly independently when performing routine tasks. • May provide guidance and direction to student employees.	• Provides budget support. • Performs budget activities such as entering budget data, reconciliation, and preparing reports. • May monitor or track allocation and/or consumption of grant funding.	• Enters data and may run reports from division/departmental databases and systems and enterprise resource planning (ERP) systems. • May contribute to or draft content for Web pages and/or websites. • Supports event planning, usually of a routine or repetitive nature. May support higher level workers. • May provide support to marketing events and other activities. • May monitor or submit payroll data or reports.

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Clerical Support Roles

The following matrix captures a high-level overview of the key differences between two levels of clerical support roles, to be known as clerical assistants, at WMU:

Level	Overview	Guidance	Interactions	Technical
Clerical Assistant Senior	• Senior level clerical support position utilizes specialized skills to perform a variety of routine and non-routine clerical tasks. • Resolves problems and questions; seeks assistance from higher-level workers or supervision to resolve the most complex issues. • Typically possesses high school education and 2 years or more of related experience.	• Works under direct to general supervision. • Operates fairly independently when performing routine and most non-routine tasks. • May provide guidance and direction to student employees.	• Responds to routine and semi-routine inquiries in person, on line, and by phone. • Routes only the most difficult and/or complex inquiries to supervision or another appropriate resource.	Reviews, prepares, and processes and/or scans documents; compiles data, verifies information and may perform data entry; utilizes document management systems; may distribute mail.
Clerical Assistant	• Entry level clerical support position acquires job skills and learns operating practices to complete routine clerical tasks. • Resolves routine problems and questions; seeks assistance from higher-level workers or supervision for more difficult issues. • Entry position typically possessing high school education and some previous related experience.	• Works under direct supervision, receiving guidance on new work assignments. • May operate independently when performing routine tasks.	• Responds to routine inquiries in person, on line, and by phone. • Routes more difficult inquiries to higher-level workers or supervision.	Reviews, prepares, and processes and/or scans documents; compiles data, verifies information and performs data entry; utilizes document management systems; distributes mail.