



## Classification Description

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**Job Title:** Staff Assistant

**Pay Grade:** 103

**Job Code:** 4470  
4045 - FSWCHS-Charlotte Campus

**FLSA Status:** Non-Exempt

### **Job Purpose**

Employees in this category provide diversified routine secretarial and clerical support for one specific functional area or for a first level manager, with ability to perform more complex duties as needed to relieve the supervisor of administrative and operational details. Employees assigned to this class have solid knowledge of general office procedures and possess appropriate knowledge of the operations of the unit to which assigned.

### **General Responsibilities**

#### **Essential Functions**

Provides student and staff assistance via telephone, in person, and/or by mail. Assistance may involve, but is not limited to providing forms/applications, explaining procedures, researching information, directing to appropriate departments for assistance.

Performs departmental filing and retrieval of various records, files, forms, reports, and/or related department documents as directed.

Creates and processes departmental budget and financial documents to include, but not limited to purchase orders and requisitions, travel reimbursements, payroll, etc.

Uses appropriate office technology to create, transfer, transcribe or compose departmental documents (i.e. meeting minutes, correspondence, and memoranda) in prescribed formats (i.e. fax, e-mail, campus mail, etc.).

Utilizes intermediate level ability to create/edit documents and use special features of word processing and spreadsheet applications.

Operates a variety of office equipment in performing routine administrative support tasks, (i.e., fax machine, copier, calculator, computer, phone system).

Receives requests for specialized statistical or informative material concerning the unit's program. Advises what materials can be furnished and personally researches and prepares follow-ups to see that it is prepared. Prepares specialized materials, financial statistics and other data needed by

## STAFF ASSISTANT

employees, students, or staff.

Prepares and distributes daily/weekly/monthly/annual reports, announcements, and other relevant materials appropriate to assigned unit.

Maintains department or supervisor calendar, arranging and/or monitoring scheduling for meetings, travel, and department functions.

Receives and reviews invoices, reports, forms, and applications, and distributes copies to appropriate personnel.

Maintains department inventory, and orders restock of supplies and materials as needed.

Functions in a front reception capacity for the department, greeting and directing students, visitors, faculty and staff; schedules appointments for department or supervisor as needed.

Receives, processes and distributes department mail, and prepares forms, letters, and parcels for mailing. Maintains control records on incoming correspondence and action documents.

Assists with compiling data and information for department reports as assigned.

May attend division meetings or meetings of other units. Takes and types meeting minutes as requested.

Position may periodically provide guidance and instruction to student assistants during peak work periods.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Associate's degree from a regionally accredited institution of higher education and two (2) years of full-time or four (4) years of part-time related professional work experience in customer service or administrative support. Additional appropriate experience may be substituted for the degree on a year-for-year basis.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

## STAFF ASSISTANT

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

## STAFF ASSISTANT

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: September 1, 2009. Revised: February 22, 2011, August 21, 2012, November 30, 2012, September 4, 2013, July 1, 2014, and September 14, 2015, July 1, 2023.