

**ORAL ROBERTS UNIVERSITY**  
**EMPLOYEE JOB DESCRIPTION**

**TITLE: Administrative Secretary II**

**DEPARTMENT: School of Education**

**PREPARED BY:**

**APPROVED BY: Dr. Hand**

**DATE EFFECTIVE: March 5, 2001  
2003**

**DATE REVIEWED: December 12,**

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**PRIMARY FUNCTION:**

A non-academic position, which performs diverse and highly responsible secretarial/receptionist duties.

**REPORTS TO:**

Administrative Assistant

**SUPERVISES:**

Supervises up to six (6) student workers.

**DUTIES AND RESPONSIBILITIES:**

<b>Task #</b>	<b>% of Time</b>	<b>Tasks</b>
1	30	Reception duties; receives and routes telephone calls; answering questions which involves the interpretation of policies and procedures
2	15	Directs students and visitors to appropriate person; determines the correct form to complete and helps to complete it.
3	15	Typing correspondence, memos, requisitions, orders office supplies, including forms.
4	10	Maintains files, computer data base of all students
5	15	Provides administrative support to Chair of Undergraduate, administrative support to the Student Education Association coordinator. Provides administration support to the Coordinator of Student Teaching, Administrative Assist and Dean.

6	10	Coordinate receptions, dinner for the School of Education and assists in hosting events. Maintains break room and cleaning of common office areas.
7	5	Coordinates the revision of syllabi with faculty and ensures the availability at the beginning of each semester. Also ensure degree plan sheets are distributed to shared faculty members and departments. During the Fall semester, administers the Student Opinion Survey for the Undergraduate department.

### **JOB SPECIFICATIONS**

#### **EDUCATION:**

High School Diploma or GED required.

#### **LICENSE OR CERTIFICATION REQUIREMENT(S):**

None

#### **EXPERIENCE/SKILLS/ABILITIES:**

Requires two years administrative secretarial experience, typing speed of 50wpm, and experience with Microsoft Word and Windows. Ability to meet people, work with students, faculty and staff, and be aware of timelines and time management. Must have good interpersonal skills for dealing with various internal and external resources. Must have an eye for detail, good organizational skills and the ability to prioritize multi-tasks. The ability to maintain confidentiality of information is a must due to federal and/or internal regulations.

#### **PHYSICAL & ENVIRONMENTAL DEMANDS will include but not be limited to:**

sitting, standing, walking, bending, stooping, and manual dexterity for operation of office machines/equipment. Vision requirements should include near vision and the ability to bring objects into sharp focus. Requires the ability to hear clearly and distinctly.

#### **DEPARTMENT LOCATION:**

The department is located in the Graduate Center, Room GC-5A05 and is accessible by: elevator and stairs, an externally located ramp, electronic chair lift and a combination of the same. Should an accommodation be required, please contact the Human Resources Office for assistance.

#### **HOURS OF WORK & ATTENDANCE**

Normal hours are Monday – Friday 8:00 am to 4:30 pm. Occasional overtime hours may be required during registration or other events

Reports for scheduled work shift(s) in a dependable and timely fashion in order to assure the smooth operation of the work unit and to minimize the interruption or delay of regular work output for the department. Has no (or very rare) unscheduled absences, occurrences of tardiness, or requests to leave early. (See Employee Handbook for more detail.)

**TRAVEL**

None

**LIFESTYLE**

Must adhere to the Code of Honor for Oral Roberts University.

NOTE: This description is to indicate the kinds of tasks and levels of work difficulty that will be required of this position. It is not intended to limit or in any way modify the right of the supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration to describe duties does not prohibit the assigning of additional duties that may be similar in kind or in difficulty as needed.

**ORAL ROBERTS UNIVERSITY**  
**EMPLOYEE JOB DESCRIPTION**

**TITLE: Administrative Secretary III**

**DEPARTMENT: School Of Education**

**PREPARED BY: Dr. David Hand**

**APPROVED BY: Dr. Otto**

**DATE EFFECTIVE: April 25, 2001**  
**2003**

**DATE REVIEWED: December 2,**

**PRIMARY FUNCTION:**

Will be providing secretarial support to the Chair and faculty of the Graduate School of Education.

**REPORTS TO:**

Department Chair

**SUPERVISES:**

Some supervisor responsibilities with Graduate Assistants.

**DUTIES AND RESPONSIBILITIES:**

<b>Task #</b>	<b>% of Time</b>	<b>Tasks</b>
1	20	Will be assisting walk-in students. May involve scheduling appointments for walk-ins to see either the department Chair or one of the graduate faculty who could assist them with whatever questions or concerns they may have. Will distribute various forms they may need for the program, and answer questions concerning the program.
2	10	Will serve as receptionist for the south entrance of the School of Education. Will be answering questions, and directing traffic as needed to appropriate areas of the department and/or other areas of the university. Will serve as a contact for the grad faculty and their students. This may include receiving materials left by students for the faculty, or making sure students get materials left for them by the faculty. Periodically, will insure that a student who has a make-up test is placed in a room that can be monitored while they are taking the exam.

3	10	Answers telephones for the Graduate School of Education, and for the department Chair. This will involve scheduling appointments, taking messages, rerouting calls to other areas, answering questions and/or concerns of clients. Requires the ability to handle a variety of situations using good interpersonal skills.
4	15	Coordinates the department Chair's schedule by setting, resetting, rearranging and canceling appointments on his/her calendar as the situation dictates. Works with the Chair, and Registrar's office on updating changes in classes, which involve both fulltime and adjunct faculty. Works very closely with Admissions in ALSC with applicants and requirements for admission. Have developed a tracking system as a Word document for new applicants for the program. This allows us to monitor what is happening with the approval process from the time the application is received for ALSC, to the actual admission of the applicant.
5	10	Coordinate and oversee the work of five Graduate Assistants. Responsible for keeping files updated. Filing is done with the assistance of the Grad students for the graduate department. The filing for the department Chair is done by the Administrative Secretary. Will work with a Grad Assistant to update and revise syllabus each semester. Will ensure that there are syllabus available for each class being taught that semester.

6	15	<p>MAILINGS: Will prepare pieces for mailings. (Calendars, Cover Letters, and other related inserts.) Coordinate all mail-outs (traditional and e-mail). This includes but not limited to the following. This includes 2 large mailings each semester to approximately 462 current students and 188 Alumni. It also includes 2 smaller mailings that occur once each semester. Mailing of materials for the Master and Doctoral comprehensive exams to the examinees. Will mail the actual exam to proctors for our non-resident examinees. OTHER: Receive applications and fees for the Graduate Portfolios, and cover sheets. Will receive applications and fees for the Comprehensive Examinations given in the Fall and Spring for doctoral candidates, and Fall, Spring and Summer for the master candidates. Will schedule all Graduate School meetings, and any special events, i.e., dissertation defenses, comprehensive exams, Graduate Council meetings, etc. Will be responsible for taking care of facility requests for rooms, order refreshments, or sometimes, picking up refreshments and making sure they are available at the time needed. This is done for modulars and orientations. During the four days of modules, will make sure that coffee, tea and hot water are available for the participants. This includes going to the modular rooms periodically and making fresh coffee. Will type and make copies of Agendas and any other handouts needed. Once a year, in May, the Administrative Secretary will assist in preparations for the Graduate Banquet, following up to verify that the contract is completed. Will send out invitations, receive RSVP's as to how many will be attending, plus their guests. Will also collect money for the guest meals, make nametags and place cards, and will attend the banquet as a hostess.</p>
7	10	<p>Will take dictation from the department Chair, typing memos, letters, reports, and other typed material as requested. This also includes receiving drafts from the department Chair, and composing letters, etc.</p>
8	5	<p>Will assist the Graduate faculty members as needed, sometimes assigning the task to a Graduate Assistant if unable to complete the task in time needed. May assign a Grad Assistant to cover classes for the faculty in cases of illness or other absences.</p>
9	5	<p>Assist both Graduate and Undergraduate administrators, faculty, and students in the operation and repair of copier, and fax machine. Will also share knowledge and computing skills with co-workers.</p>

## **JOB SPECIFICATIONS**

### **EDUCATION:**

Requires high school diploma or GED.

### **LICENSE OR CERTIFICATION REQUIREMENT(S):**

None

### **EXPERIENCE/SKILLS/ABILITIES:**

Requires 3 years of secretarial OR five years clerical experience. Must be computer literate with proficiency in Microsoft Word and e-mail. Prefer experience in using Access, Power Point, Excel and Publisher. Must also have experience with standard office equipment, i.e. faxes and copiers. Must be able to key 50 wpm with accuracy. Supervisory experience preferred. Good reading, mathematical, oral, written, grammatical, organizational and interpersonal skills a must. Must have an eye for detail.

Confidentiality of information is a must.

**PHYSICAL & ENVIRONMENTAL DEMANDS will include but not be limited to:** sitting, standing, walking, bending, stooping, reaching, light lifting up to 25 lbs., and manual dexterity for operation of office machines/equipment. Vision requirements are: near, color, depth perception, and the ability to bring objects into sharp focus. Requires the ability to hear clearly and distinctly.

### **DEPARTMENT LOCATION:**

The Graduate School of Education department is located in the Graduate Center, room GC-5A28 and is accessible by a combination of stairs, elevator and chair lift. Should an accommodation be required, please contact the Human Resources Office for assistance.

### **HOURS OF WORK & ATTENDANCE**

Normal hours are Monday – Friday 8:00am to 5:00pm. Occasional overtime hours may be required during peaks times.

Reports for scheduled work shift(s) in a dependable and timely fashion in order to assure the smooth operation of the work unit and to minimize the interruption or delay of regular work output for the department. Has no (or very rare) unscheduled absences, occurrences of tardiness, or requests to leave early. (See employee Handbook for more detail.)

### **TRAVEL**

None

**LIFESTYLE**

Must adhere to the Code of Honor for Oral Roberts University.

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**ORAL ROBERTS MINISTRIES**  
**EMPLOYEE JOB DESCRIPTIONS**

**TITLE: Administrative Assistant**

**DEPARTMENT: School of Education**

**PREPARED BY: Dr. Hand**

**APPROVED BY: Dr. Hand**

**DATE EFFECTIVE: April 2000**

**DATE REVIEWED: April 2000**

**PRIMARY FUNCTION AND RELATIONSHIP TO TOTAL ORGANIZATION:**

Serves as Assistant to the Dean of the School of Education providing independent administrative support of a broad scope requiring a thorough knowledge and understanding of the School's policies, procedures, requirements, budgeting, etc. Serves as a resource person providing information, advice and counsel, including advising on issues concerning teacher preparation and certification. Work is performed under limited supervision and independent decisions are frequent.

**REPORTS TO:** Dean of the School of Education

**SUPERVISES:** Administrative Secretary and student workers

**DUTIES AND RESPONSIBILITIES:**

Task #	% of Time	Tasks
1	20	Compiles and analyzes data for reports, correspondence, composes written responses according to established guideline
2	20	Answers and screens all calls to the Dean; monitors and handles recurring administrative matters for the Dean
3	5	Maintains records for faculty appointments, faculty evaluations
4	10	Interprets established policies and procedures for faculty, students, graduates and the public.
5	5	Contacts appropriate person to discuss and solve problems.
6	5	Coordinates travel arrangements, appointments, meetings and conferences.
7	5	Attends faculty meetings, conferences to take minutes.
8	5	Assists in and coordinates the preparation and updating of budgets.
9	5	Assists with selection of and provides supervision of the School secretary.
10	5	Assists with development of brochures, bulletins, programs.
11	5	Tracks budget expenditures including restricted accounts; makes deposits.

12	5	Reviews documents for completeness and correctness.
13	5	Prepares and coordinates awards and scholarship presentations for graduation activities; coordinates facilities.

### **PERSONAL SPECIFICATIONS**

**EDUCATION:** High School Diploma or GED required.

**EXPERIENCE/SKILLS:** Five years administrative secretarial experience and typing speed of 60wpm. Experience with Microsoft Power Point helpful. Word Processing, computer skills, secretarial experience. Must have computer experience with Windows 95/98, Microsoft Word & Excel.

**MENTAL DEMANDS:** Ability to coordinate and work with students, faculty and staff; to oversee projects and Dean's schedule; aware of timelines and time management. Must have good interpersonal skills for dealing with various internal and external resources. Must have an eye for detail, good organizational skills and the ability to prioritize multi-tasks. The ability to maintain confidentiality of information is a must.

**WORKING CONDITIONS:** The office for this position has a window, appropriate overhead lighting and climate control. The office is accessible by a combination of stairs, elevator, and chair lift.

**ESSENTIAL JOB FUNCTIONS** to include but not limited to: sitting, standing, walking, bending, stooping, and manual dexterity for operation of office machines/equipment. Vision requirements should include near vision and the ability to bring objects into sharp focus. Requires the ability to hear clearly and distinctly.

This description is to indicate the kinds of tasks and levels of work difficulty that will be required of this position. It is not intended to limit or in any way modify the right of the supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration to describe duties does not prohibit the assigning of additional duties that may be similar in kind or in difficulty as needed.