

TITLE: <u>Sr. Office Services Clerk</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA428</u>
UNION: <u>Staff Association – Local 2071, U.A.W</u>	SALARY GRADE: <u>4</u>	EEO CODE: <u>40</u>
	FLSA: <u>Non-Exempt</u>	E- CLASS: <u>SA</u>

POSITION PURPOSE

Provide liaison functions and perform a variety of general office support duties for an assigned academic or administrative unit in a School, College, Division or Center/Institute of the University.

ESSENTIAL JOB FUNCTIONS

- Respond to routine inquiries, complaints and requests for information and refer clients to appropriate department or individual in order to improve and contribute to the efficiency of an assigned unit (e.g. answer student questions regarding program and class registration, contact departments concerning expired internal revenue bills, contact vendors to resolve billing or service problems).
- Provide functional work supervision to a small clerical support staff. Assign and review work. Train in appropriate methods and procedures.
- Prepare and process academic and non-academic personnel paperwork. Identify and resolve problems associated with the processing of paperwork for non-academic personnel as well as part-time faculty positions.
- Establish, maintain and update records concerning the personnel, activities and programs of an assigned unit in order to provide complete and accurate information. Compile and calculate information, including financial data, and provide regular routine reports.
- Perform complex typing duties including the processing of documents which may require desktop publishing software. Edit correspondence and reports, type papers and manuscripts which may include formulas as well as technical or scientific terminology.
- Perform bookkeeping duties requiring the use of Financial Accounting System (FAS), internal billing systems or the General Billing System (GBS). Prepare and process billings, track expenditures; receive and post payments.
- Perform scheduling duties as required by an assigned unit. Schedule meetings and appointments, make travel arrangements and reserve classrooms and media equipment to assist with the punctual and efficient operation of events, seminars and courses.
- Perform related work as assigned.

ADDITIONAL COMMENTS

This classification performs routine work which is moderately complex in nature and which allows the incumbent to choose the most appropriate procedure to follow in order to complete an assignment. In addition, this position requires the incumbent to act as a resource person for an assigned unit and resolve routine day-to-day operational problems. This classification may be called upon to coordinate the workflow of an assigned office. As with the other classification in the Office Services Clerk hierarchy, this classification does not perform enough of the traditional secretarial duties to be placed in the secretarial family. This classification is located in a School, College, Division or Center/Institute of the University and the specific work performed may vary considerably among those assigned to this classification. This classification reports to and receives work direction from a professional or management level position.

MINIMUM QUALIFICATIONS

- High school graduate with additional business related courses or an equivalent combination of education and/or experience.
- Ability to operate complex office equipment including software necessary for spreadsheet design, basic desktop publishing and graphics.
- Experience providing functional supervision to clerical support staff.
- Good organizational skills including the ability to prioritize office workload and resolve operational problems.
- Ability to communicate effectively with others.
- Ability to perform bookkeeping duties, including the ability to compile and analyze data.
- Ability to type with speed and accuracy, may include scientific terminology and mathematical equations.
- May be required to use transcription skills.
- Previous progressive secretarial or general office experience preferably at Wayne State University.
- Typically, incumbents have held lower level clerical and/or secretarial positions.