STUDENT UNIONS & ACTIVITIES
University of Minnesota

TITLE: Administrative Office Assistant – Entry Level
JOB CODE: 2781
SALARY RANGE: $8.00 to $9.50 per hour

ESSENTIAL FUNCTIONS:
The Receptionist for Student Unions & Activities Administration Office is the initial department contact to students, staff, guests and visitors. Provide essential office support: copying, filing, sorting mail, maintaining listserv, and on-campus deliveries. Also will order and maintain office supplies, assist with large mailings, deliver or direct shipments made to the Administrative office. Determine and log postage of out-going department mail. Provide support to the Marketing department’s Daily articles/advertisement log. Responsible for the basic maintenance of the Administrative office copier, printer, and fax machine; provide initial troubleshooting of equipment as needed. Provide assistance on special projects and tasks for department staff: word processing, spreadsheets, payroll system and other duties as assigned.

40% Copying, filing, ordering supplies, data entry, schedule meetings
30% Reception: assisting visitors and callers
10% Sorting US and Campus mail, meter and log postage, inventory postage
10% Save SUA media articles to share drive and forward to web designer
10% Assist SUA staff with large projects, courier paychecks and other items

ESSENTIAL QUALIFICATIONS:
 Current University of Minnesota student enrolled at least half-time
  (undergraduate student, 6 credits; graduate student, 3 credits)
 Basic skills in alphabetizing, grammar, punctuation and spelling
 Microsoft Office proficiency and some office support experience
 Great customer service attitude is required
 Basic knowledge of the University & campus

PREFERRED QUALIFICATIONS:
 Previous office or customer service experience

OPPORTUNITIES FOR SKILL DEVELOPMENT ON THE JOB:
Students participate in experiences outside the classroom which allow them to develop and demonstrate life skills. These skills and characteristics for success and citizenship are learned and refined during their college years and beyond. The Office for Student Affairs has developed seven “Student Development Outcomes” that the Student Unions & Activities has incorporated into the student employment system in the Unions. Here is a listing of the Student Development Outcomes with some examples of how you can learn or further develop your own skills set.

RESPONSIBILITY/ACCOUNTABILITY
 Arrives on time for shift and attempts to provide replacement, if cannot work assigned shift
 Acknowledges when mistakes/missed deadlines occur and knows when supervisor should be alerted
 Adheres to basic policies, procedures and understands staff roles
 Attends scheduled orientation & training sessions and contributes to meetings, as needed

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- Knowledgeable of office, office equipment and supplies
- Presents himself/herself in a friendly and professional manner
- Demonstrates ability to gather and analyze research and information
- Always meets basic expectations (e.g. wear t-shirt/uniform and nametag, stay busy, customer service #1, etc.)
- Provides exceptional customer service to students, staff, guests and visitors

**INDEPENDENCE/INTERDEPENDENCE**
- Seeks instruction from supervisor and asks when unclear of tasks, procedures or how to correct errors
- Demonstrates clear and effective communication with supervisors and team members
- Learns how to access information systems within SUA and the University
- Demonstrates good judgment on when to defer questions, complaints, and issues to supervisor
- Completes projects with minimum supervision

**GOAL ORIENTATION**
- Makes progress and improvements in job performance as experience grows
- Seeks guidance from senior employees and supervisor when needed
- Manages time in order to complete all required and/or assigned duties and tasks

**SELF-AWARENESS**
- Demonstrates good verbal and non-verbal communication skills
- Displays friendly and helpful attitude with customers and peers
- Can separate the demands of the job and customers from personal concerns and ego

**RESILIENCE**
- Accepts instruction/constructive criticism from supervisor
- Able to work through difficulties when they arise

**APPRECIATION OF DIFFERENCES**
- Understands and respects the values and beliefs of others
- Treats all customers, peers and supervisor respectfully
- Recognizes advantages of moving outside of “comfort zone”

**TOLERANCE OF AMBIGUITY**
- Able to handle an error or challenging customer when there is no information available
- Employs basic problem solving skills and asks supervisor to find unknown information
- Develop knowledge of primary areas of responsibility and is able to take on more complex projects

*The employer reserves the right to change or add duties to this position as long as the changes and/or additions are consistent with the job classification.*