

Secretarial, Administrative Assistant, and Clerical Support Staff JOB LEVEL GUIDE

		OFFICE ASSISTANT I	OFFICE ASSISTANT II	ADMINISTRATIVE ASSISTANT I	ADMINISTRATIVE ASSISTANT II	SENIOR ADMINISTRATIVE ASSISTANT
Position Overview Statement		Under close supervision, provides general office and clerical support to a work area or group of individuals. Responsible for basic typing, filing, mail pickup and distribution; telephone coverage; responding to walk-in, fax, and email inquiries.	Under close supervision, provides general clerical and secretarial support to a work area or group of individuals. Responsible for ordering supplies; telephone coverage; responding to walk-in, fax, and email inquiries. Prepares basic correspondence; performs mail merges; maintains and updates basic databases.	Under general supervision, provides secretarial and administrative assistant support for a work area or group of individuals. Responsible for typing, editing, proofing of correspondence and memos; coordinating travel arrangements; maintaining calendars; duplicating and distributing material.	Under minimal supervision, performs complex and diverse duties in support of a work area or group of individuals. Provides administrative support for multiple programs and projects. Anticipates and initiates actions regarding office operations which require knowledge of the Institute and other departments. May function as a high-level individual contributor or coordinator of multiple projects.	Under minimal supervision, performs complex and diverse duties in support of a work area or group of individuals. Provides advanced administrative support for multiple programs and projects. Anticipates and initiates actions regarding office operations which require in-depth knowledge of the Institute and other departments. Requires interpretation and resolution of highly varied situations and problems. May function as a high-level individual contributor or coordinator of multiple projects.
Principal Duties and Responsibilities	Inquiry Responses	Responds to routine inquiries.	Responds to inquiries and performs tasks requiring a basic knowledge of office routine and work area policies and procedures.	Responds to inquiries requiring a general understanding of work-area policies and procedures. Ensures inquiries are addressed and resolved.	Responds to inquiries requiring a broad understanding of work-area policies and procedures. Provides explanations and instructions, triages clients and visitors. Ensures inquiries are addressed and resolved.	Responds to inquiries requiring an in-depth understanding of work-area and MIT policies and procedures. Takes ownership of inquiries by providing explanations and instructions. Ensures inquiries are addressed and resolved.
	Problem Solving	Takes messages, greets, and directs others to appropriate person(s) for assistance. Requires following specific procedures for most duties.	Resolves routine problems in a thorough and timely manner. Requires assessment of situations and use of pre-existing procedures. Some interpretation may be required.	Resolves non-routine problems in a thorough and timely manner; uses discretion and knows who to go to in order to resolve issues and complete tasks. Requires analysis and interpretation of situations , and selection of approaches based on precedent in similar situations.	Resolves more complex problems in a thorough and timely manner; uses discretion and knows who to go to in order to resolve issues and complete tasks. This may include basic computer problems . Requires analysis and interpretation of a variety of situations and determination of appropriate course of an action . Resolution requires developing approaches based on understanding of precedents and past practices.	Resolves highly complex problems requiring information from multiple sources or advanced knowledge in a thorough and timely manner. This may include complex computer problems . Requires analysis and interpretation of widely varying situations . Resolution is achieved through unique approaches and/or reference to a variety of policies, precedents, and past practices.
	Confidentiality				Deals with confidential issues (e.g., payroll or salary information) using discretion and judgment.	Deals with confidential issues (e.g., payroll or salary information, promotion and tenure) using discretion and judgment.



Secretarial, Administrative Assistant, and Clerical Support Staff JOB LEVEL GUIDE

		OFFICE ASSISTANT I	OFFICE ASSISTANT II	ADMINISTRATIVE ASSISTANT I	ADMINISTRATIVE ASSISTANT II	SENIOR ADMINISTRATIVE ASSISTANT
Principal Duties and Responsibilities	Document Production and Distribution	Types routine documents; completes routine forms. Prints labels, name cards, etc., from pre-existing templates. Sorts and distributes mail and materials within own or local offices. Faxes, photocopies & collates materials.	Prepares basic correspondence using templates and existing form letters or other documents. Performs basic mail merges for labels and name cards; maintains and updates basic databases .	Composes and edits basic documents. Types and coordinates class materials, including handouts, syllabi, etc. Creates mail merges. Coordinates mass mailings . Photocopies and collates more complex materials such as grant proposals, tenure cases, and site visits.	Composes and edits internal correspondence and documents. Designs PowerPoint presentations from established content. Uses desktop publishing for creating drafts of work-area publications. Assists with preparation of materials such as grant proposals, tenure cases, and site visits. For tenure cases, prepares letters for recommendations using models from prior years, collects materials, may reference biographical material. Coordinates more complex mass mailings.	Composes and edits internal and external correspondence and documents, including such things as manuscript submissions for scientific journals. Writes content and designs PowerPoint presentations . Uses desktop publishing for creating drafts of work-area publications. Coordinates complex initiatives such as grant proposals and site visits, and the preparation of materials for tenure case approvals. For tenure cases, communicates with referees about missing materials, finds biographical material, may create some of the background text. Coordinates mass mailings for high-profile events, conferences, retreats, and meetings .
	Budget Monitoring and Reconciliation			Reconciles accounting statements and reports discrepancies. Checks purchases against statements, maintains appropriate files. Follows up on purchasing/accounting discrepancies . Prepares purchasing and accounting forms for approval (either electronically, using SAP, or Web-based). Budget impact affect is indirect (through record keeping, data entry, etc.).	Monitors and reconciles accounting statements from an established budget. Investigates and follows up on purchasing/accounting discrepancies. Assists with the monitoring and reconciling of accounts in SAP. Prepares and processes purchasing and accounting forms, pending approval. Budget impact affect is direct (through analysis, advice, or interpretation but no authority to take action).	Develops , monitors, and reconciles budgets. Investigates and reconciles accounting statements, fixes discrepancies , maintains personnel commitments, checks salaries, performs projections for individual accounts , suggest salary distribution changes when needed. Prepares and processes purchasing and accounting forms. May authorize expenditures within certain limits. Budget impact affect is direct (through strong, but not controlling , influence on budget decisions).
	Meeting Minutes				Attends high-level meetings; records, interprets, drafts, and distributes (pending approval) minutes from said meetings.	Attends high-level meetings; records, interprets, drafts, and distributes (pending approval) minutes from said meetings.

Secretarial, Administrative Assistant, and Clerical Support Staff JOB LEVEL GUIDE

		OFFICE ASSISTANT I	OFFICE ASSISTANT II	ADMINISTRATIVE ASSISTANT I	ADMINISTRATIVE ASSISTANT II	SENIOR ADMINISTRATIVE ASSISTANT
Principal Duties and Responsibilities	Office Administration	Files forms and documents using basic filing system(s).	Files forms and documents using basic filing system(s).	Maintains filing systems and monitors efficiency. Updates manuals and procedures for own area.	Creates filing systems and monitors efficiency. Initiates changes and updates to manuals and procedures for own area. Coordinates and schedules interviews for initiatives such as the search process. Deals with confidential issues (e.g. payroll or salary information). Delegates to and follows upon work of others. Trains others regarding policies and procedures.	Identifies the need for and creates filing systems and monitors efficiency. Creates and updates manuals and procedures for own area. Coordinates and schedules interviews for initiatives such as the search process. Deals with confidential issues (e.g. payroll or salary information). Delegates to and follows up on work of others. Trains others regarding policies and procedures. May audit work of others for accuracy. May assist in the hiring decisions for lower-level staff.
	Other Duties	Performs other related duties as required.	Performs other related duties as required, including work performed at lower level, when necessary.	Performs other related duties as required, including work performed at lower levels, when necessary.	Performs other related duties as required, including work performed at lower levels, when necessary.	Performs other related duties as required, including work performed at lower levels, when necessary.
Supervision Received		Receives close supervision from supervisor, manager, or faculty member(s).	Receives close supervision from supervisor, manager, or faculty member(s).	Receives general supervision from supervisor, manager, or faculty member(s).	Receives minimal supervision from supervisor, manager, or faculty member(s).	Receives minimal supervision from supervisor, manager, or faculty member(s).
Supervision Exercised		None	None	Trains and coordinates work of student employees and/or temporary staff.	Trains and coordinates work of lower-level, office support staff , student employees, and/or temporary staff.	Trains and coordinates work of lower-level, office support staff, student employees, and/or temporary staff. Seeks opportunities to learn supervisory skills. Encourages lower-level support staff to attend training opportunities at MIT.

Secretarial, Administrative Assistant, and Clerical Support Staff JOB LEVEL GUIDE

	OFFICE ASSISTANT I	OFFICE ASSISTANT II	ADMINISTRATIVE ASSISTANT I	ADMINISTRATIVE ASSISTANT II	SENIOR ADMINISTRATIVE ASSISTANT
<p>Qualifications/Technical Skills*</p> <p><i>*Qualifications/Technical Skills are those required to handle the responsibilities of the job. These may not necessarily be the same as the current incumbent's qualifications.</i></p>	High School education or equivalent.	High School education or equivalent. A minimum of one year secretarial, office, or related experience.	High School education or equivalent. A minimum of two years secretarial, office, or related experience. Associate Degree preferred.	High School education or equivalent. A minimum of three years secretarial, office, or related experience. Bachelor Degree preferred.	High School education or equivalent. A minimum of five years secretarial, office, or related experience. Bachelor Degree preferred.
	Prior office experience preferred, but not required.	Training in certain office procedures or equipment may be required .	Requires full working knowledge of general office practices and procedures. Ability to recognize needs of unit and own responsibility.	Requires general understanding of own work and how it impacts operations outside own work unit. Ability to recognize needs of unit and how it impacts other areas at MIT and understand own role relative to all areas.	Requires thorough understanding of own work and how it impacts operations outside own work unit. Ability to recognize needs of unit and how it impacts other areas at MIT and understand own role relative to all areas.
	Basic computer and telephone skills.	Computer skills; e.g. data entry and email. Basic Internet skills .	Proficient in computer software skills e.g. word processing & spreadsheets . Easily negotiates Internet .	Advanced computer software skills required. Easily negotiates Internet; performs searches .	Advanced and varied computer software skills required. Able to identify and learn new programs and software skills as necessary. Easily negotiates Internet performs more complex searches .
	Ability to understand and follow basic written and oral instructions.	Solid communication skills (both written and oral) in order to represent the work area.	Strong interpersonal and communication skills in order to represent the work area.	Excellent interpersonal and communication skills in order to represent the work area and the larger MIT community.	Excellent interpersonal and communication skills in order to represent the work area and the larger MIT community.

Secretarial, Administrative Assistant, and Clerical Support Staff JOB LEVEL GUIDE

	OFFICE ASSISTANT I	OFFICE ASSISTANT II	ADMINISTRATIVE ASSISTANT I	ADMINISTRATIVE ASSISTANT II	SENIOR ADMINISTRATIVE ASSISTANT
Collaboration	Works as part of a team. Shares information and listens to others. Keeps appropriate people informed and up to date.	Works as part of a team. Expresses one's ideas and actively participates in group discussions. Assists others. Responds to basic inquiries.	Participates in formal or informal group problem solving for immediate issues. Identifies issues in need of resolution within own work group.	Collaborates with team ; shares relevant information with those who may be affected by decisions. Participates in formal or informal group problem solving for immediate issues. Identifies and resolves issues in own workgroup.	Collaborates with team; shares relevant information with those who may be affected by decisions. Participates in formal or informal group problem solving for immediate issues. May provide basic facilitation for group discussions. Identifies and resolves issues in own workgroup. Assists with issues that impact other areas.
Communication Effectiveness	Communicates status of work regularly and in a timely manner.	Communicates established processes and procedures. Answers general questions and refers more complex questions.	Communicates and interprets policies and procedures. Able to answer moderately complex questions. Seeks additional information to perform assigned duties.	Communicates and interprets policies and may develop procedures. Conveys complex information to others and takes steps to ensure understanding. Shares information in a clear and concise manner. Tailors communication to different audiences.	Communicates, interprets and trains others on departmental policies. Develops internal procedures. Conveys complex information to others and takes steps to ensure understanding. Shares information in a clear and concise manner. Tailors communication to different audiences.
Decision Making	Duties and activities covered by specific instructions, standard practices, and established procedures that generally require little or no interpretation. Requires limited decision making. Knows when to ask for assistance.	Duties and activities covered by specific instructions, standard practices, and established procedures that generally require some interpretation. Offers suggestions to solve basic problems in immediate work area.	Duties and activities covered by specific instructions, standard practices, and established procedures that generally require some interpretation. Gathers input and makes recommendations to solve problems of moderate complexity.	Decision making guided by general instructions and practices requiring interpretation. Automatically makes decisions on routine issues. Makes recommendations to solve more complex problems.	Decision making guided by varied and less defined instructions and practices requiring broader interpretation. Automatically makes decisions on issues and priorities for own work area. Makes recommendations to solve and resolve highly complex problems.

Secretarial, Administrative Assistant, and Clerical Support Staff JOB LEVEL GUIDE

	OFFICE ASSISTANT I	OFFICE ASSISTANT II	ADMINISTRATIVE ASSISTANT I	ADMINISTRATIVE ASSISTANT II	SENIOR ADMINISTRATIVE ASSISTANT
<i>Influencing and Leading</i>	Receives guidance and instruction from others.	Seeks guidance and instruction as needed.	May provide guidance in routine tasks. Takes advantage of professional development opportunities at MIT.	Serves as a training resource to less experienced staff, providing an example with regard to quality of work. Provides guidance in non-routine tasks. Ensures that others comply with established standards. Takes advantage of professional development opportunities at MIT.	Serves as a training resource to less experienced staff, providing an example with regard to quality of work. Provides guidance and leadership in non-routine tasks. Ensures that others comply with established standards. Disseminates appropriate information gained from attending professional development opportunities at MIT.
<i>Critical Thinking and Problem-Solving</i>	Recognizes problems and refers accordingly.	Chooses from established alternative approaches to find a solution. Makes suggestions to improve work methods and procedures.	Identifies problems and finds solutions to moderately complex problems. Makes recommendations for solutions to unique problems. Uses relevant information from various sources to solve problems that impact own work area.	Through information gathering and analysis , identifies problems and develops solutions to complex problems. Prioritizes work , taking into account own work area and needs of larger work area.	Through in-depth information gathering and a high level of analysis , identifies problems and develops solutions to highly complex problems. Prioritizes work, taking into account own work area and needs of larger work area, project timelines and sponsor, and other deadlines.
<i>Responsibility and Accountability</i>	Work affects own work unit. Follows established work area methods; works within job-specific deadlines and schedules set by supervisor. Work is reviewed by supervisor, manager, or faculty member(s).	Work affects own work unit. Works within job-specific deadlines and schedules set by supervisor. Familiar with administrative and work-area procedures. Work is reviewed by supervisor, manager, or faculty member(s).	Work may affect multiple units. Follows work-area and administrative procedures. Work is reviewed by supervisor, manager, or faculty member(s). May recommend changes that impact own work area.	Work may affect multiple units. Follows departmental procedures and recommends changes to work-area processes. Work is reviewed at key stages by supervisor, manager, or faculty member(s). Accountable for the end product of own work as well as work of others; however, is not responsible for performance of others. Exercises confidentiality of classified information based on security procedures.	Work may affect multiple units. Determines and may develop departmental procedures and recommends changes to work area processes. Work is reviewed at final stage. Accountable for the end product of own work as well as work of others; however, is not responsible for performance of others. Exercises confidentiality of highly classified information due to nature and type of work, based on security procedures.

Secretarial, Administrative Assistant, and Clerical Support Staff JOB LEVEL GUIDE

	OFFICE ASSISTANT I	OFFICE ASSISTANT II	ADMINISTRATIVE ASSISTANT I	ADMINISTRATIVE ASSISTANT II	SENIOR ADMINISTRATIVE ASSISTANT
<p><i>Expectations for All Employees</i></p>	<p>As a member of the MIT community, supports MIT's Non-Discrimination Policy and respectfully interacts with others in the community. Represents MIT with professionalism, ethics, integrity, and mutual respect towards colleagues and internal/external clients. Keeps current and proficient with necessary skills and knowledge, including computer skills. Self-identifies training needs relevant to work area and responsibilities. Demonstrates initiative, flexibility, openness to change, and accountability. Works within a team environment, providing support to and collaboration with colleagues. Is expected to know and follow relevant Environmental Health and Safety Requirements.</p>				