

OFFICE OPERATIONS ASSOCIATE TITLE DEFINITION

I. DEFINITION

OFFICE OPERATIONS ASSOCIATE

This is complex office support work performed under close/limited progressing to general supervision. The majority of duties performed at this level must include any combination of complex program-related functions or complex administrative functions as defined below. Positions may also function as leadworker to other staff within the work unit. The duties assigned to positions at this level require analytical or independent reasoning and are more complex than those performed within the Office Associate title definition. The consequence of error is greater than that of the work described at lower levels. Personal contact with employees, supervisors and the general public is common. Performance of the tasks requires extensive contact with operating units within and outside the campus and occasionally between state agencies or campuses. Working relationships are maintained with professional program staff and administration staff such as Accountants, Budget and Policy Analysts, Auditors, Purchasing Agents, etc.

COMPLEX PROGRAM-RELATED FUNCTIONS:

Complex program-related support functions require applied knowledge of program policies and procedures rather than general office practices. Positions often have to apply the complex administrative functions described below in program areas, where there may be unique clientele, employees, and program-specific procedures. Positions review program-related documents to determine if they meet minimum program requirement(s) or criteria such as reviewing, approving and processing applications for permits, licenses, certifications, etc.; reviewing documents for compliance with standards before submission for the next step in the process; coordinating scheduling/due dates to meet compliance standards for contract submission; and analyzing documents and compiling program-specific data. Positions search systems (databases) for historical information; function as vendor liaison on program-specific software, supplies or services; record contacts with public/applicants/constituents; and enter program data into appropriate databases and manipulate it for desired reports. Positions develop and maintain tracking systems and projects; respond to program-specific questions; request identification as required; and determine and collect required program fees. Positions establish and maintain case files; maintain electronic records of all program information, such as inspection reports, license requests, etc.; enter appropriate codes and information; and ensure files are complete.

COMPLEX ADMINISTRATIVE FUNCTIONS:

Communication: logging and tracking requests for information from constituents, or high ranking campus officials; determining the required response date, appropriate staff assignment, and appropriate signature; assuring timely completion; and reviewing the response for established standards. Duties may include receiving and or making calls to public or private offices to receive, provide, or exchange program information.

Fiscal: auditing expense vouchers, completing appropriate forms for money/checks received, submitting required documentation to the campus budget office, reconciling budget items for general service expenditures; providing accounting support; monitoring and reviewing fiscal reports and invoices/vouchers; entering information into the automated purchasing or procurement system;

implementing appropriate action and payment mechanisms; auditing monthly records of office's assigned credit or procurement card; completing and submitting fiscal vouchers to the campus budget office.

Human Resources/Payroll: verifying leave types and balances, informing staff of employee benefit options and programs; documenting and processing information regarding work-related accidents and injuries, and workers compensation reports; providing human resources liaison support for Family Medical Leave Act, memorial fund, leaves of absence, agency database updates, and other programs; referring unanswered employee-related questions to the appropriate point of contact such as human resources or employee benefits administrators; completing personnel transactions on forms or on-line; assisting with new employee orientation activities; and coordinating and monitoring the employment interview process.

Lead Work: training, assisting, guiding, instructing and assigning and reviewing the work of two or more permanent employees in the work unit. Note: Competition is required for first time permanent assignment of leadworker duties.

Purchasing: maintaining inventory levels; corresponding with vendors to verify items and prices; preparing reports for purchasing agents; using automated inventory and purchasing system; and providing guidance to staff on procurement policies and procedures.

Staff and Resource Services: supporting the physical environment and resources of the unit; coordinating an office move; providing general telecommunications support; participating in space management activities, including expediting systems/furniture requests; procurement of equipment and office supplies; responding to requests and complaints from program staff regarding work environment conditions (temperature, lights, sound, parking, safety, etc.); and acting as the liaison with service vendors and contractors/maintenance staff.

Technology maintenance: acting as the liaison between staff and information systems staff, provide hardware/software support to users of various applications; updating and publishing specific web pages; converting files for web pages; using complex desktop publishing and graphics software; using multiple on-line databases; entering specific data into complex computer databases; writing queries; assuring back up of all files and deleting files when they are no longer required; initiating and creating tables in Microsoft Access or other comparable programs and linking to tables to provide staff with various reports and information; training staff on hardware and software packages; functioning as a resource person regarding laptop/automation questions and problems; downloading files onto laptops, including software such as MS Office, virus scan, Outlook applications, etc.; instructing staff on the use and application of forms; and attending meetings, workshops, team meetings and training sessions regarding hardware and software.

II. QUALIFICATIONS

The qualifications required for this title definition will be determined at the time of recruitment.

III RELATED POSITION TITLES

1. Positions that perform repetitive clerical support tasks for a majority of the time and are more appropriately classified as Clerical Assistant.
2. Positions that perform confidential administrative duties as defined in s. 111.81(15), Wis. Stats., for a majority of the time that are more appropriately classified as Program Assistant-Confidential and Program Assistant Advanced-Confidential.
3. Positions that, for a majority of the time (more than 50%), are responsible for general routine office support and are more appropriately classified as Office Associate.

4. Positions that perform paraprofessional support duties in agency/campus specific program areas for the majority of time and are more appropriately classified as Operations Program Associate.
5. Positions that perform complex office support for a student program or program area unique to higher education for the majority of time (more than 50%) and are more appropriately classified as University Services Associate 2.
6. Positions that perform paraprofessional administrative duties for a majority of the time with a broad scope of responsibilities and reporting relationships that are more appropriately classified as Academic Department Associate, Academic Department Specialist, Dean Assistant, Executive Staff Secretary, Executive Staff Assistant, or University Executive Staff Assistant.
7. Positions that perform work activities in a specific administrative or other functional area for a majority of the time and are more properly classified by a more specific title definition such as Financial Specialist, Payroll & Benefits Specialist, Shipping and Mailing Clerk, etc.