



**YOUNGSTOWN  
STATE  
UNIVERSITY**

**CLASSIFICATION SERIES:**

Academic/Business Support Occupation

**BARGAINING UNIT:**

ACE

**Academic/Business Operations Specialist 1**

**SERIES PURPOSE:** The purpose of the Academic/Business Support occupation is to perform a variety of clerical, procedural, and administrative tasks as the principal clerical and administrative support position for a supervisor and/or an office staff. Plans, directs and/or coordinates fiscal and/or support services for an assigned area. This occupation series contains two tracks; the Academic Operations track and the Business Operations track.

**CLASS CONCEPT:** The class works under general supervision and requires considerable knowledge of clerical functions and office and/or program policies and procedures. Performs routine administrative tasks; independently provides explanation, orally and/or in writing, of services or activities of assigned area, including formulating interpretation of policies and procedures as they would apply in each situation. Makes recommendations regarding program activities and assists in developing new procedures related to established program policy.

Incumbents relieve the supervisor of routine and/or administrative duties, and/or provide general secretarial assistance through routine administrative tasks, and/or provide secretarial assistance requiring training in technical terminology, and/or supervise student office support staff. Typically reports to an academic or non-academic departmental leadership position.

**JOB DUTIES: Incumbents may perform some or all of these duties or other job-related duties as assigned.**

Performs support functions particular to the academic and/or business unit; processes various types of academic overrides with direction; processes and compiles new hire paperwork and/or information for employee records for the part-time faculty and other employment groups as needed.

Relieves supervisor of routine administrative duties; makes recommendations regarding program activities; researches and analyzes materials, information, and programs; provides technical information and advice to administrators to aid in decision making; assists in developing new procedures related to established program policy; serves as liaison between administrator and subordinates; transmits decisions and directives; represents administrator at meetings and conferences.

Manages business functions of administrator's office; prepares and monitors budgets, transfers funds with direction; processes bills/invoices for payment; purchases supplies and equipment and reconciles same within procurement systems; keeps fiscal and personnel records.

Performs public relations duties; researches and responds to inquiries and complaints; furnishes information and explains programs to public; works on special events, assignments, and projects as directed; prepares reports, publications, memos, and presentations for dissemination outside work unit.

Provides secretarial assistance through routine administrative tasks, independently provides explanation, orally and/or in writing of services or activities of assigned area, including formulating interpretation of policies and procedures as they would apply in given situation. Duties include but are not limited to: prepares drafts and signs simple correspondence; researches responses to inquiries; compiles data; prepares reports; gathers statistics and compiles in report form; performs research and writes reports to present straightforward information; sets up office procedures; coordinates daily work flow of office; revises content of manuals and notebooks; requisitions equipment and supplies; screens problems and obtains files and records to support same for referral and resolves only those which do not involve interpretation or judgment of applicability of policies and procedures.

Supervises student office support staff throughout the employment cycle; coordinates work activities and routinely participates in training and evaluation.

Produces typed copy, to include formatting or assisting in formatting, from standard or confidential written, dictated, or oral instructions; proofreads work; prepares correspondence and/or reports.

Performs other clerical duties, which may include but are not limited to the following: maintains files and retrieves information; receives, opens, logs, and distributes incoming mail; answers phone and screens calls; greets and directs visitors; maintains inventory of general office supplies and places orders as necessary; prepares materials for mailing; prepares payroll, reports, and/or timesheets; makes appointments, maintains calendar and schedules meetings; makes travel arrangements for supervisor and department staff and reconciles same within procurement systems; takes and transcribes dictation and/or minutes of meetings; prepares routine forms; prepares records retention and disposal certificates for approval; arranges for records transfers.

**Other Functions and Responsibilities:** Assists with training new hires.

Performs any and all other duties assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of: budgeting procedures\*; public relations; office management; administrative practices and procedures; general office practices and procedures; English grammar and composition; arithmetic that includes addition, subtraction, multiplication and division; unit-specific office practices and procedures\*; records management; business communications.

Skill in: operation of personal computer, office equipment, and software applications.

Ability to: gather, collate, and classify information according to established methods; collaborate on projects; prepare and deliver presentations; write directives, memos and other publications; define problems, collect data, establish facts, and draw valid conclusions; handle sensitive contacts with public and other work units; deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; interpret instructions in written or oral form; write

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routine business letters following standard procedures; complete routine forms or records; make appointments; arrange items in numerical or alphabetical order; assess questions and provide appropriate information or referral.

(\*) Developed after employment.

**MINIMUM QUALIFICATIONS:** At least an associate degree in business administration, management science, public administration, or a related field; or a high school diploma or GED and at least two years of experience in the secretarial and/or administrative professional field to include office management, public relations, and/or budgeting. Strong typing and computer skills; knowledge of Microsoft Office programs and database capabilities. Good communication skills, organizational skills, and attention to detail.

**REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES:** Not applicable

**PHYSICAL REQUIREMENTS:** In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform sedentary work.

**SEDENTARY:** work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs may be defined as Sedentary when walking and standing are required only occasionally and all other Sedentary criteria are met.

**UNUSUAL WORKING CONDITIONS:** Not applicable