



THE UNIVERSITY OF NORTH CAROLINA WILMINGTON

Administrative Associate *Competency Profile*

DESCRIPTION OF WORK:

Positions in this banded class are characterized by their performance of a wide variety of administrative program duties including technical office support, secretarial, document preparation and processing or public contact duties. Positions require in-depth knowledge of the office or work unit policies and procedures unique to the area served such as student, business or other university services in order to communicate information involving significant programs and functions. Duties performed includes the use of office technology with a variety of software for the preparation and distribution of documents and reports such as purchasing, travel, personnel or budget reports; compiling, organizing and maintaining files and records such as confidential student records; posting or reconciling data or information in an accounting unit or other data processing area; assisting or referring visitors, staff, students or others as initial contact for the department; or document management using information technology systems such as Banner student, finance and human resources. The completion of work often involves a significant public contact role to obtain, clarify, or provide information regarding activities of the work unit or program. Positions may serve as the primary staff assistant to a department or program manager and at the advanced level, may serve as a lead worker or may provide some degree of supervision to other employees.

Competencies	Definition
Communication-Verbal	Ability to convey information and ideas through a variety of media to individuals or groups; ability to adjust language or terminology to meet needs of the recipient(s)
Communication-Written	Ability to present ideas in written form; ability to adjust language or terminology to meet needs of the recipient(s); ability to use correct grammar, organization, and structure
Office Technology	Ability to utilize office equipment and other relevant technology (software, and systems) to meet work needs
Work Coordination	Ability to facilitate the flow of work, facilitate or direct the office support activities and coordinate work with staff; ability to maintain internal and external contacts for work coordination
Problem Solving	Ability to understand issues, identify problems and opportunities to determine the appropriate course of action.
Knowledge-Program	Ability to demonstrate an understanding and awareness of program services, policies and procedures; ability to demonstrate and apply this knowledge in performance of office support tasks; ability to explain and interpret program information to clients/customers and staff
Information/Records Administration	Ability to apply knowledge of data collection and storage to compile, assimilate, and organize printed and electronic information
Financial Administration	Ability to demonstrate an understanding of basic accounting methods; Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.

Competency	Contributing	Journey	Advanced
<p>Communication-Verbal - Ability to convey information and ideas through a variety of media to individuals or groups; ability to adjust language or terminology to meet needs of the recipient(s)</p>	<p>Communicates and explains routine and general information about standard services, processes, and procedures using prescribed or established guidelines. Screens and directs clients /visitors to appropriate source.</p>	<p>Responds to questions/issues that deviate from standard operating procedures by determining and consulting appropriate resources such as policies, manuals or other staff. Responds to requests for program and procedural information. Obtains information from and provides information to appropriate sources. Schedules and coordinates appointments, meetings and events.</p>	<p>Independently and consistently applies knowledge of programs, policies and procedures to interpret information to meet specific needs/requests of staff and clients.</p>
<p>Communication-Written - Ability to convey information and ideas through a variety of media to individuals or groups; ability to adjust language or terminology to meet needs of the recipient(s)</p>	<p>Proofreads own and those documents written by others for grammar, spelling, punctuation, and basic formatting. Provides answers to requests for general information in written format. Gathers readily available information from office records and drafts documents (e-mails, memos, etc) to be reviewed by others.</p>	<p>Composes written communication with guidance using standard information and formats. Composes correspondence involving program or operational procedures independently from general instructions or brief summaries.</p>	<p>Independently composes letters, memos and reports requiring research and presents data accurately to support findings. Independently responds to inquiries, which require written explanation or interpretation of established policies, procedures and programs. Reviews sensitive materials and edits content constructively.</p>
<p>Office Technology - Ability to utilize office equipment and other relevant technology (software, and systems) to meet work needs</p>	<p>Uses a variety of office equipment information systems (e.g. telephone, computer with standard department/unit software, fax, copier, etc.) to access, input, and verify standard information. Operates and performs tasks to maintain equipment with a general understanding of its capabilities.</p>	<p>Selects, understands and fully applies features of a variety of software programs, machines or office equipment that will produce the desired results. May serve as a resource to others on a variety of subjects including office equipment, software applications, and information processing procedures</p>	<p>Integrates varying software to meet unique work needs. Serves as a resource to others on a variety of office technology including office equipment, software applications, and information processing procedures.</p>

Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

Competency	Contributing	Journey	Advanced
<p>Work Coordination - Ability to facilitate the flow of work, facilitate or direct the office support activities and coordinate work with staff; ability to maintain internal and external contacts for work coordination</p>	<p>Organizes own work tasks and establishes priorities in response to work flow of the office or work unit. May coordinate tasks with others.</p>	<p>Routinely coordinates with others to complete tasks. May plan and facilitate the support activities of others as it relates to the processes and procedures of the office/unit.</p>	<p>Coordinates and directs the office support activities and facilitates flow of work throughout a dynamic work unit. May develop new processes or procedures relevant to the support needs of the office.</p>
<p>Problem Solving - Ability to understand issues, identify problems and opportunities to determine the appropriate course of action.</p>	<p>Identifies and recognizes problems that have established precedents and limited impact. Refers non-standard questions and problems to higher levels.</p>	<p>Assesses unprecedented problems that require research and review of policy and procedures having moderate impact. Applies judgment for problem resolutions based on delegated authority from supervisor.</p>	<p>Independently resolves and/or develops recommendations for unprecedented issues and problems having broad impact. Problem resolution may require some analysis of policy and procedures. Serves as a resource for others in resolving unprecedented, non-standard issues and problems.</p>
<p>Knowledge-Program - Ability to demonstrate an understanding and awareness of program services, policies and procedures; ability to demonstrate and apply this knowledge in performance of office support tasks; ability to explain and interpret program information to clients/customers and staff</p>	<p>Understands general operation of functional unit, to include knowledge of staff and program responsibilities. Applies knowledge necessary to provide answers to “frequently asked questions”. Uses general knowledge of program procedures, methods and practices to refer clients to resources.</p>	<p>Understands programs and services to apply this knowledge in problem-solving and responding to most questions and inquiries. Uses program knowledge to interface with other offices and organizations.</p>	<p>Applies substantive knowledge of program policies and procedures that affect operations. Applies program knowledge to client situations; applies knowledge of program content and services in the analysis of information and decision-making.</p>

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Competency	Contributing	Journey	Advanced
<p>Information/ Records Administration - Ability to apply knowledge of data collection and storage to compile, assimilate, and organize printed and electronic information</p>	<p>Uses established filing and data systems, functions, and/or procedures. Reviews data and information for completeness and accuracy using standard guidelines.</p>	<p>Records, compiles and summarizes data using established format. Compiles and organizes information from different sources to develop reports and data.</p>	<p>Utilizes, reconciles and manipulates data for management reports from different internal and external sources. Applies an understanding of the information in order to extrapolate key data elements.</p>
<p>Financial Administration - Ability to demonstrate an understanding of basic accounting methods; Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.</p>	<p>Uses established accounting procedures and methods for standard reporting.</p>	<p>Utilities multiple processes, formats or guidelines for accounting projects. May monitor and reconcile departmental or program budget and tracks travel and office expenditures.</p>	<p>Reconciles and interprets data and prepares reports. Or exercises responsibility for administering the budget, which includes making recommendations regarding the use and distribution of funds.</p>

Minimum Training and Education at the entry level: Graduation from high school; or an equivalent combination of education and experience.

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Diplomas or degrees must be received from appropriately accredited institutions.