

The University of Akron
Classification Specification

Job Title:	Office Support Specialist-Parking Services	Job Code:	80002
Job Function:	Staff	Grade:	113
Job Family:	Bargaining Unit	FLSA:	Non-Exempt
SOC Description:	9000 Ungraded Positions Division	Date:	2/5/14

Job Summary:

Under general supervision, coordinate the Parking Services daily office operations through various activities such as report compilation, composing correspondence, scheduling meetings and providing information to the public. Independently handle differing situations, problems and deviations in the work of the office according to the supervisor's general instructions, priorities, policies and program goals.

Essential Functions:

20-40% Operate computers, using various software packages and other office equipment. Prepare mailings, meeting minutes and presentations in addition to typing and proofing copies, publications and other documents. Act as liaison between the department and the University community through the preparation of correspondence and scheduling of appointments.

20% Coordinate daily operations, compile information for reports and processes paperwork and forms. Compose and sign routine correspondence in own or supervisor's name. Coordinate personnel and administrative forms, which may be confidential at times, for the office and forwards for processing. Interpret policies and procedures for students and faculty. Investigate and respond to concerns raised by students and faculty.

10-20% Perform various clerical tasks including answering phones and directing calls, distribute mail, manage calendars/scheduling and respond to inquiries or complaints from students, faculty or the general public.

5-10% Establish organization within the office through the maintenance of office records and filing systems. Process requisitions for office supplies/equipment and monitor the receipt and payment of orders.

5-10% Train and supervise student assistants.

Education:

Requires high school diploma or GED.

Licenses/Certifications/Requirements:

None.

Experience:

Requires a minimum of 1 year experience in office/clerical procedures. Working knowledge of basic office equipment and computer applications including word processing, spreadsheet and database software packages required. Typing and editing, strong interpersonal and organizational skills required. Ability to work independently and exercise considerable judgment in coordinating activities and managing telephone calls and visitors required.

Leadership:

Responsible for directing and monitoring the work of student and/or temporary workers.

Physical Requirements:

Job is physically comfortable; individual is normally seated and has discretion about walking, standing, etc. May occasionally lift very lightweight objects.

Working Conditions:

No major sources of working conditions discomfort, standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions, minor heating/cooling or ventilation problems, and/or up to 40% use of PC terminal.

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.