Line of Business: Cross-functional **Job Family:** Administrative Support **Reports to (Job Title):** Managers and Supervisors	**Effective Date of Job Profile:** August, 2013 **Last Updated:** August, 2014

Job Family Summary	Provides administrative and clerical support to one or more managers/supervisors, group and/or department staff. Typically performs most or all of the following responsibilities: meeting logistics, written and verbal communications, documentation and records management, maintaining office supplies, coordinating department training, backing up other admin teams, data entry, time reporting, employee on-boarding, purchasing, and special projects.		
Job Title	**Administrative Clerk, Associate**	**Administrative Clerk**	**Administrative Clerk, Senior**
Position Title	Administrative Assistant, Associate Administrative Clerk, Associate Manager Assistant, Associate Technical Assistant, Associate	Administrative Assistant Administrative Clerk Manager Assistant Technical Assistant	Administrative Assistant, Senior Administrative Clerk, Senior Manager Assistant, Senior Technical Assistant, Senior
PGE Job Level	Associate-Support	Intermediate-Support	Senior-Support
SAP Job Code	50010587	50010586	50010588
Job Responsibilities	• May need supervisor or peer support. Work is reviewed on a regular basis. • Applies basic understanding of the work within the group supported. • Uses established processes and practices to complete work assignments within established parameters • Duties are routine and take limited amount of analysis to perform job responsibilities. • Coordinates room scheduling, meeting preparations (making copies, etc.), ordering catering and making travel arrangements. • Assists with written and verbal communications. Manages phones. Accurately takes messages and communicates to manager/supervisor and/or team members. • Updates documents, route incoming correspondence, maintains filing system. • Orders and maintains an inventory of items required. Orders new equipment or schedules service/maintenance • Manages/coordinates/tracks training requirements for work group. • Provides back-up administrative/clerical	• Receives guidance and direction to carry out duties with limited review. • Applies full understanding of the work within the group supported. • Makes recommendations to administrative process improvements and practices. • Partners with administrative team to ensure completion of job responsibilities. • Performs diverse clerical or technical tasks requiring judgment and initiative, for example: Preparing moderately complex forms, reports, records, and/ or reference data using established formats. • Composes routine correspondence. Compiles data for reports. Researches and answers technical inquiries. • Coordinates room scheduling, meeting preparations (making copies, etc.), ordering catering and making travel arrangements. • Assists with written and verbal communications. Manages phones. Accurately takes messages and communicates to manager/supervisor and/or team members. • Updates documents, route incoming correspondence, maintains filing system. • Orders and maintains an inventory of items required. Orders new equipment or schedules service/maintenance • Manages/coordinates/tracks training requirements for work	• Handles duties with minimal guidance or direction. • Applies advanced understanding of the work within the group supported. • Implements administrative process improvements and practices. • Mentors other administrative staff • Applies detailed but broad understanding of company operations and organizational procedures. • Provides assistance in developing databases, spreadsheets or reports. • Uses judgment and initiative to answer and direct internal and external inquiries. • Coordinates room scheduling, meeting preparations (making copies, etc.), ordering catering and making travel arrangements. • Assists with written and verbal communications. Manages phones. Accurately takes messages and communicates to manager/supervisor and/or team members. • Updates documents, route incoming correspondence, maintains filing system. • Orders and maintains an inventory of items

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	support for other groups. • Enters and maintains data into standard systems or into spreadsheets. • Performs tasks in the payroll system to process time cards and troubleshoots inaccuracies or errors. • Assists in the on-boarding process for new-hires or transferring employees. May do additional HR processing as requested by supervisor using internal company applications. • Prepares invoices, purchase orders and/or expense reports as required • Coordinates and/or performs projects.	group. • Provides back-up administrative/clerical support for other groups. • Enters and maintains data into standard systems or into spreadsheets. • Performs tasks in the payroll system to process time cards and troubleshoots inaccuracies or errors. • Assists in the on-boarding process for new-hires or transferring employees. May do additional HR processing as requested by supervisor using internal company applications. • Prepares invoices, purchase orders and/or expense reports as required • Coordinates and/or performs projects.	required. Orders new equipment or schedules service/maintenance • Manages/coordinates/tracks training requirements for work group. • Provides back-up administrative/clerical support for other groups. • Enters and maintains data into standard systems or into spreadsheets. • Performs tasks in the payroll system to process time cards and troubleshoots inaccuracies or errors. • Assists in the on-boarding process for new-hires or transferring employees. May do additional HR processing as requested by supervisor using internal company applications. • Prepares invoices, purchase orders and/or expense reports as required • Coordinates and/or performs projects.
Supervisory Responsibility			
Education Minimum	• High school diploma or G.E.D.	• High school diploma or G.E.D.	• High school diploma or G.E.D.
Desired			• AA degree
License/ Certification Minimum			
Desired			
Experience Minimum		• Minimum of one year of general office/administrative experience	• Minimum of three years of general office/administrative experience
Desired			
Knowledge, Skills, Abilities Desired	• Basic written and verbal communication skills. • Email experience • Basic computer skills. • Interpersonal skills	• Working knowledge of MS Office including: Access, Outlook, Excel, PowerPoint and Word. • Working knowledge of payroll systems • Working knowledge of other important business systems applicable to the position (SAP, MDS, etc.) • Good Time Management skills • General business understanding • Oral/written communication skills	• Advanced knowledge of MS Office including: Access, Outlook, Excel, PowerPoint and Word. • Advanced knowledge of payroll systems (CATS) • Advanced knowledge of other important business systems applicable to the position (SAP, MDS, etc.)

			Advanced business understanding Advanced oral/written communication skills
Supplemental / Other Minimum			
Desired			

Technical Competencies	Technical Competency Descriptions	Proficiency Level*		
		Associate	**Career**	**Senior**
Informing	Accurately gathers and relays verbal information to appropriate parties in a timely fashion.	Novice	Proficient	Advanced
Oral Communication	Effectively expresses ideas and information through the spoken word using language that is appropriate to both the complexity of the topic and the knowledge and understanding of the audience.	Novice	Proficient	Advanced
Written Communication	Demonstrates skill in communicating information and ideas in writing so others will understand.	Novice	Proficient	Advanced
Confidential Information Management	Ability to adhere to professional standards, processes and confidentiality. Maintaining company files, including those of a confidential nature.	Novice	Proficient	Advanced
Data Management	Gathers, groups, classifies, or arranges written information or data in some meaningful order or form (e.g., reports, charts, graphs); data management includes determining what data to gather; and accurately maintaining data files.	Novice	Proficient	Advanced
Detail Orientation	Attention to detail and accuracy of documents.	Novice	Proficient	Advanced
Multi-Tasking	Quickly moves back and forth between two or more tasks, activities, or sources of information and remains focused.	Novice	Proficient	Advanced
Time Management	Prioritizes tasks with respect to importance and deadlines; adjusts priorities as situations change; utilizes sound methods to plan and track work and appointments; meets deadlines.	Novice	Proficient	Advanced
Service Orientation	Actively looks for ways to help people; demonstrates skill in providing customer service.	Novice	Proficient	Advanced
Workload/ Time Management	Organizes multiple assignments, sometimes of a complex nature or involving competing priorities, to produce work products that are accurate, thorough, and on time.	Novice	Proficient	Advanced

*Proficiency Levels

Novice: Demonstrates general understanding of knowledge, principles, and/or applications of the area; is able to complete routine assigned tasks with minimal guidance or supervision.

Proficient: Demonstrates solid understanding of knowledge, principles, and/or applications of the area; is able to complete moderately complex projects, with minimal guidance and supervision.

Advanced: Demonstrates advanced understanding of knowledge, principles, and/or applications of the area; is able to understand complex ideas and make recommendations in this area. May guide efforts of others on the team.

Master: Demonstrates mastery of knowledge, principles, and/or applications of the area; is able to lead and direct others in this area.