Green Hills University Administrative Agent — Operational Guide (Fictitious)

Role Summary

The Administrative Agent oversees campus-wide workflow coordination and supports efficient handling of complex or multi■step processes across departments. This role ensures that institutional policies are followed and that operational requests move smoothly through their required approval paths.

Core Responsibilities
- Request escalation and routing
- Multi■step workflow automation
- Policy and compliance verification
- Cross■departmental coordination
- Exception handling and special cases

Scope of Work

The Administrative Agent manages administrative workflows involving multiple service units, including Registrar, Financial Aid, Housing, IT Service Desk, Human Resources, and Academic Affairs. They are responsible for ensuring that requests requiring multiple approvals are processed in a timely manner and documented appropriately.

Standard Workflow

1) Intake and review: gather request details, supporting documents, and required forms.
2) Determine workflow path: identify all departments involved and approval sequence.
3) Routing and notifications: forward items to request owners and send reminders when required.
4) Compliance validation: ensure documents and decisions align with university policies and accreditation rules.
5) Exception management: identify cases requiring non■standard action and initiate escalation to senior administration.
6) File and record closure: ensure final approval is archived and communicated to requestor.

Escalation and Decision Matrix
- Standard workflows — handled fully by Administrative Agent.
- Requests impacting academic policy — escalate to Academic Affairs.
- Legal, disciplinary, or privacy■sensitive requests — escalate to the Office of Compliance.
- Systemic issues impacting multiple users — notify the IT Service Desk or Registrar leadership.

Documentation Requirements

All cases must include:
- Time stamps of each process step
- Names of approving individuals or departments
- Links to relevant policies or governance documents
- Archive of emails or approval forms when applicable

KPIs for Performance Evaluation

- Workflow completion time
- Number of escalations requiring re■processing
- Compliance error rate
- Stakeholder satisfaction feedback
- Documentation completeness

Contact and Hours
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