

Administrative Assistant Job Description

Organization Summary

Villanova University

Psychology Department

Graduate Program of Human Resource Development consisting of:

Office Manager

3 Professors, assorted Adjunct faculty

Administrative Assistant

5 Graduate Assistants

Reports to Office Manager, Professor

Prerequisites Participation in a VU graduate or undergraduate program, and participation in the on-campus job program.

Purpose of the Position

To provide clerical, administrative and office support the program of Human Resource Development at Villanova University

Common Tasks Summary

Support the flow of program administrative work through the HRD program under the guidance of the Program Office Manager and Program Professors.

Task List

Prepare and complete paperwork for routine communication and department administration, using both the standard office on department computer systems and manually. This includes:

- forms
- letters
- travel requests
- expense reimbursements
- payment requests
- faculty and adjunct faculty communications

Attend the details of filing documents pertaining to student records.

Attend to phone calls coming to the department. Answer the telephone and respond to basic questions, forwarding calls to relevant individuals.

Make copies as needed and specified by Office Manager or Professors.

Access the Villanova Banner system for student audits, classroom information, and advisor assignments.

Sort and distribute mail delivered to the program.

Place orders for office supplies under the direction of the office manager.

Primary Requirements

Knowledge:

Office Technology – Understanding the existence of basic office technologies as embodied in telephones, copiers, and other office appliances including computer use for email and word processing activities

Clerical – knowledge of administrative procedures such as typing, managing files, designing forms and other office procedures and terminology

Skills:

Coordination – acting and adjusting actions in relation to others

Time Management – skill in registering and tracking time for self and others

Service Orientation – Actively looking for ways to help people.

Abilities:

Written and Oral Comprehension – The ability to listen and read information as ideas in writing in writing as well as orally

Written and Oral Expression – The ability to express ideas in words, orally or in writing