



Classification Specification for Classified Civil Service
Developed for Equal Opportunity

OSU TITLE CODE: 6120

CLASSIFICATION TITLE: OFFICE ASSOCIATE

Function Statement:

The Office Associate provides a broad range of basic to complex office clerical services relating to document preparation, scheduling, reception, and work flow. Some positions service clinical faculty and staff, their patients and representative parties (e.g., insurance companies, attorneys, families, etc.).

This position would serve as the primary point of entry for a unit and utilizes a variety of office equipment to service the customer.

Job Duties: *(These duties are illustrative only.) Incumbents may perform some or all of these duties or other job-related duties as required.*

The Office Associate makes decisions pertaining to office procedures and process improvement based on established policies and procedures.

Word Processing, Typing and/or Transcription – Operates typewriters and/or computers to produce routine to complex or technical documents (e.g., reports, letters, manuscripts, special forms); drafts and modifies correspondence, proofs & edits; distributes and mails out final copy; produces documents for mass mailings (e.g., primary material, envelopes, and labels);

Some positions produce slides, newsletter, presentations and course materials.

Some positions create, modify and maintain web sites as a portion of their responsibility;

Some positions transcribe and generate clinical documents and correspondence;

AND

Scheduling and Information/Reception - Serves as primary point of contact with customers internal and external to the university (e.g., receives and responds to inquiries; researches information relative to programs and services offered by unit; maintains and coordinates appointment, program and staff calendars and meetings); plans and oversees arrangements for special events, programs and conferences (e.g., contacting vendors, negotiating prices, evaluating locations, making catering arrangements, etc.);

AND/OR

Records Management - Maintains electronic and manual record keeping and inventory systems; researches, copies and updates files; organizes and distributes filed information;

AND

Budget Support - Some positions complete, approve and process forms based on established parameters and processes (e.g., travel, purchasing, payroll, and other fiscal matters); maintain and monitor account information (e.g., for compliance to budget parameters; notify manager of areas of concern; generate summary information and status reports throughout fiscal year);

*Developed after employment.

Some positions maintain and/or manage client/patient billing process and accounts payable/receivable record keeping;

AND

Some positions serve as lead worker and provide supervision to lower level and/or less senior staff & students (e.g., assign tasks; provide instruction; assist in evaluating work; substitute for higher level supervisor to maintain daily operations; report unit status on projects);

AND

Some positions provide administrative supervision to lower level and/or less senior staff & students (e.g., hire, fire, train, evaluate, and discipline).

Major Work Characteristics:

Knowledge of standard office practices and procedures*; skill in using appropriate office automation technology (word processors, database, 10-key adding machines, typewriters, etc.); Ability to prepare written documents of a moderate to complex or technical nature, work with a number of variables at one time, perform math calculations, communicate and work with a diverse population of customers and colleagues, to assess questions and give appropriate information and/or referral, handle sensitive inquiries from and contacts with officials and general public*, originate and/or edit articles for publication*, define problems, collect data, establish facts, and draw valid conclusions.

AND

Positions in a health science or clinical field require formal knowledge of medical terminology and clinical practices and procedures.

Additional characteristics for lead worker: knowledge of office practices and procedures, employee training and development, employee supervision.

Minimum Class Requirements: (Including license, if any.)

Six months experience (600 hours training) using typewriters and/or word processing equipment to generate a variety of materials ranging from basic to complex; 6 mos. experience (600 hrs course work) in office practices and procedures; 6 months experience (600 hours course work) in customer service or equivalent combination of education and experience.

Some positions require one year related medical secretarial experience or completion of an associate's degree program with three courses in medical terminology plus 3 mos. experience (300 hours training) in use of word processing equipment, consistent with position description on file with the Office of Human Resources. Some positions require 6 mos. experience (600 hrs course work) in supervision consistent with position description on file with the Office of Human Resources.

Unusual Working conditions:

Some positions will be located in a clinical environment and would be subject to emergency and other procedures commensurate with regulatory compliance.

Training & Development:

NA

*Developed after employment.