

**OFFICIAL TITLE**

SOUTH DAKOTA STATE UNIVERSITY  
**SECRETARY (Central Office)**  
JOB DESCRIPTION

**PREAMBLE STATEMENT:** A job description as defined by the Student Affairs Division is a personal contract, which an individual staff member makes with himself/herself and with the institution. It is a contract that is sensitive to student need and expectations. It is also a contract which, when effectively executed, becomes a creative commitment between the individual and the institution and gives purpose, direction, and professional fulfillment to the position described.

**TITLE:** Secretary (Central Office Secretary)  
**DIVISION:** Student Affairs  
**DEPARTMENT:** Residential Life  
**FUNCTION:** Perform routine secretarial/receptionist work in the Central Residential Life Office.  
**REPORTING RELATIONSHIP:** Reports to the Office manager  
**SUPERVISES:** No one.  
**FLSA STATUS:** Non-Exempt (i.e., Subject to FLSA)  
**OVERTIME:** Not Eligible  
**COMP TIME:** Eligible  
**SALARY:** **N9** \$16786.  
**DATE OF LAST REVISION:** December 6,2004

- I. TO PERFORM ROUTINE CLERICAL WORK FOR CENTRAL OFFICE PROFESSIONAL CAREER SERVICE STAFF.
  - A. Type and proofread documents accurately within a reasonable time frame.
    1. Learn and be able to use the software programs maintained on the office computer. Training in the use of specific computer programs can be arranged through the Office Manager
    2. Attend meetings as requested by the Office Manager
    3. Accept and accomplish miscellaneous projects/tasks as assigned by the Office Manager and/or by Central Office personnel.
  - B. Complete copying of materials as requested by departmental and student staff.
    1. Maintain a neat, organized copy/work room and an adequate amount of copy room supplies.
  - C. Be responsible for office equipment (copiers, printers, FAX, typewriters) by:
    1. Trouble shooting problems, ordering supplies, and requesting service calls for all office equipment.
    2. Training departmental and student staff in the use of the office equipment.
    3. Making recommendations to Office Manager for new equipment.
  - D. Process all incoming and outgoing US and departmental/campus mail.
    1. Open, date stamp and distribute in-coming U.S. and courier mail before 5 p.m. daily.
    2. Prepare outgoing mail by 9:00 a.m. daily.

3. Maintain adequate mail related supplies (i.e., registered mail slips, postage slips, etc.).
- E. Manage RA Programming database.
  1. Enter RA program reports into the database as received.
  2. On a monthly basis, send RHDs an e-mail reminder to turn in program reports. Copy e-mail to the Coordinator for special housing and programming and the Associate Director.
  3. Report incomplete reports and/or lack of reports to the Coordinator for special housing and programming and the Associate Director.
  4. Create programming reports on a monthly basis and as requested by the Coordinator for special housing and programming and/or the Associate Director that are free of errors.
- F. Maintain office files and supplies as requested.
  1. Prepare and file material as assigned by the Office Manager.
  2. Locate and retrieve materials from office files as assigned by the Office Manager.
  3. Date and file former student personnel folders. On an annual basis, cull these files.
  4. Maintain an adequate supply of forms at the receptionist desk.
  5. Inventory and order office supplies as needed.
  6. Keep office supplies organized and readily available to staff and storeroom organized and neat.
- G. Maintain Central Office Bulletin Boards by:
  1. Weekly reading the Collegian, clipping and dating all Residential Life related articles and posting them on the Central Office bulletin board.
  2. In May each year, remove all articles from bulletin board and place in departmental scrapbook.
  3. Post all notices on Central Office hall bulletin board.
- H. Order name tags for new employees and ensure that all employees have an accurate name tag before Fall & Spring hall opening.

## II. SERVE AS THE RECEPTIONIST FOR THE CENTRAL OFFICE.

- A. Receive and refer visitors and callers.
  1. Cover front receptionist desk during the academic year when student help is not available, full-time during the summer months, and at other times as necessary.
  2. Inform the Office Manager if extra desk help is needed during peak work times.
  3. Receive visitors and phone callers in a courteous, professional manner so that each person is helped to the fullest extent possible.
  4. Transfer calls to the appropriate staff so that no calls are lost and no incorrect transfers are made.
  5. Take accurate messages and file in message slot promptly.
- B. Schedule meetings and appointments for Central Office Staff.
  1. Ensure that staff are informed of meetings/appointments which have been scheduled by completing an appointment notice.
  2. Arrange room reservations for meetings as requested.

III. ASSIST IN THE PROFESSIONAL AND EFFICIENT OPERATION OF THE FRONT RECEPTION DESK.

- A. Perform/meet all performance standards as listed below.
  - 1. Accept work assignments willingly and without complaint; maintain positive working relationships and professional demeanor; and follow/support all statutes, rules and policies.
  - 2. Dress in a manner consistent with a business office atmosphere.
  - 3. Notify the Office Manager at least one (1) working day in advance of vacation and, preferably in advance, when sick leave is needed.
  - 4. Pre-arrange any flex time with the Office Manager.
  - 5. Be available to work during Fall and Spring semester check-ins, reapplication, SPE and at other designated times.
  - 6. Daily open (8 a.m.) and close (5 p.m.) the Central Office on time including the following tasks:
    - a. Check voice mail and deliver messages.
    - b. Sign on/off receptionist computer equipment and ensure that other computer equipment is signed on/off as appropriate.
    - c. Turn on/off copy machine and risograph.
    - d. Turn on/off all fans, humidifiers, lights and other equipment as directed by the Office Manager.
    - e. Open/close and lock windows.
    - f. Ensure that all door are closed and locked.
    - g. Ensure that break room is locked with window closed and locked and all appliances unplugged. The fans should also be turned off after use.
    - h. Lock outside entrance doors during vacation periods.
  - 7. Limit food at the front desk to beverages.
  - 8. Limit coffee breaks to allotted fifteen (15) minutes.
- B. Keep information book at front desk up-to-date.
- C. Ensure front desk and waiting area is kept neat and organized.

IV. WILLINGLY ACCEPT AND ACCOMPLISH TASKS FROM THE SENIOR SECRETARY AND PROGRAM ASSISTANT I

- A. Order campus phone books for the entire department and arrange for their distribution as soon as they are available.
- B. Maintain and distribute each semester an up-to-date employee roster for the department. Distribute the roster to all staff, Student Affairs departments and UPD.
- C. Keep an up-to-date roster at mail area.
- D. Keep an up-to-date database of all full-time employees/RAs and print labels as requested.
- E. Distribute work order pads and batteries as requested.
- F. Each summer, collect and distribute all room stuffers.
  - 1. Notify departments of deadline.
  - 2. Update the distribution chart for each residence hall.
  - 3. Set up a collection/distribution area.

- 4. Arrange for delivery of room stuffers during mid-August and pick-up of undistributed stuffers.
- G. Assist RHDs with preparation of manuals for hall staff (RA, SRA, OA, SOA, etc.).

V. MAINTAINS A PROFESSIONAL DEMEANOR INCLUDING POSITIVE AND EFFECTIVE WORKING RELATIONSHIPS AND COMPLIES WITH APPLICABLE STATE AND FEDERAL STATUTES, RULES, AND POLICIES IN ORDER TO EFFECTIVELY CARRY OUT THE REQUIREMENTS OF THE POSITION AND THE GOALS OF THE DEPARTMENT.

- A. Accepts work assignments willingly and without complaint; maintains positive working relationships; no valid complaints regarding professionalism or demeanor in job performance are received; no significant violations or misinterpretations of statutes, rules, or policies.
- B. Ensure confidentiality of all records and conversations.
  - 1. Keep all confidential records, papers and correspondence out of the public view at all times.
  - 2. Ensure that confidential information is not overheard when visitors are in the office. Notify staff and/or close doors to prevent eavesdropping as necessary.
  - 3. Keep confidential all work related confidential information.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Supervisor \_\_\_\_\_ Date \_\_\_\_\_