



Campus Allocation Plan for Office Support Staff Positions (Administrative, Secretarial and Clerical Classifications)

INTRODUCTION:

As with all positions, exempt and non-exempt, the workplace of the 21st century has evolved and continues to constantly change. With more managers, supervisors and unit leads keying their own correspondence and more information being managed electronically, the nature of “secretarial and administrative support” work has changed dramatically. Managers and supervisors are assuming more of the day to day administrative work in addition to their increased demands as unit leads. Meanwhile, administrative assistants are doing more professional work to support that function. In today’s workplace, and particularly at Salisbury University, technology, changing roles and organizational restructuring have required everyone to do more and to do their jobs differently; job descriptions rarely stay the same. In most cases, administrative professionals at SU have competently and adeptly adjusted changing responsibilities, and helped the unit lead adapt to the increased demands on his/her department.

As an example, these SU administrative support personnel are handling a wider variety of duties and responsibilities beyond traditional clerical roles, including:

- Researching, interpreting, and disseminating information
- Participating on and/or leading work teams
- Using basic management skills in organization and scheduling; Internet/Intranet communications and research; project management; document preparation, storage and retrieval, electronic recordkeeping; customer service and public relations
- Purchasing office equipment and supplies
- Planning meetings and special events; scheduling events and facilities
- Working closely with vendors and suppliers
- Creating and giving presentations
- Interviewing, orienting and supervising other staff
- Writing and editing documents; using specialized skills such as desktop publishing, web publishing and database management
- Maintaining multiple schedules and calendars; handling messages and correspondence (with voice mail and e-mail)
- Maintaining computer files, directories, and databases

Again, as this “SU Institution of the 21st century” evolves, most jobs change and job descriptions continually expand and change to reflect those duties. In that vein, the USM Job Specifications and the assigned Pay Structure ALSO expand and change to reflect those market adjustments. The market-based Job Specs and Pay Structure are biennially evaluated and adjusted to ensure that USM institutions are consistent with and compliant with all market changes - from a job assignment perspective and within the appropriately slotted market-based pay range. More specifically, the Office Clerical and Administrative Support Staff Job Family series are likewise adjusted as necessary to reflect those market changes.

NOTE:

As the USM Job Specifications and pay ranges are continually adjusted to market, it is important to note that there remain differences between the “Administrative Support” series and “Program Management” series. Each family/specification is developed to reflect the differences between administrative support duties for a unit versus programmatic responsibilities for a function. The progression for the administrative support series (Sec - AAI - AAI - ExAAI - ExAAII - ExAAIII) does not include a direct line with the program management series; rather there are key differences between the duties and responsibilities assigned to these positions. The work of the unit, the assignments of the positions and the scope and complexity of those factors determine into which “family” the job is slotted.

RATIONALE:

Salisbury University, in compliance with Federal and State guidelines, and USM policy, retains the right to determine the general level of wages, wage patterns, job assignments and specifications, and other broad areas of financial management and staffing. SU also retains the right to determine the allocation of work, assignment of work and the evaluation of the performance of work completed on the job. The purpose of this right is to ensure effective and efficient operations, and properly effectuate the mission and objectives of the University.

Therefore, the allocation of administrative, secretarial, and support staff positions at Salisbury University will be determined based on management’s evaluation and determination of the following criteria:

- the work requirements of each unit,
- the role to be served by administrative support personnel,
- the scope and complexity of administrative/secretarial responsibilities, knowledge and skills required
- the size of the department as defined by budget and staff,
- the level of the supervisor and/or unit head,
- the reporting relationship of the official to whom the position is assigned, so as to encompass the scope, complexity, and accountability of the unit.

The proper allocation of office support staff positions shall also include an assessment of the duties and responsibilities as outlined in approved position descriptions and the administrative level of the faculty or staff administrator to whom the position is assigned. The highest level authorized for an area will be determined based on these factors and an assessment of the level of involvement of the position in the administrative activities of the responsible faculty or administrator.

PLAN:

Administrative Support

The following are the highest levels authorized for specific administrative, secretarial, and clerical positions. The responsible department administrator may elect to fill or maintain these positions at lower levels based on needs of the unit, the assignment of duties and/or the assessment of the performance level of the incumbent.

Executive Administrative Assistant III

One Executive Administrative Assistant III position may be allocated for the senior administrative/secretarial support position reporting to the Provost.

Executive Administrative Assistant II

One Executive Administrative Assistant II position may be allocated for the senior administrative/secretarial support position reporting to the Vice Presidents.

Executive Administrative Assistant I

One Executive Administrative Assistant I position may be allocated for the senior administrative/secretarial support position reporting to the Deans, or Senior Administrator (Associate or Assistant VP) who reports to the Provost or a Vice President.

Administrative Assistant II

One Administrative Assistant II position may be allocated for the senior administrative/secretarial support position reporting to an Academic Chairperson or a Director (Administrative Department Head).

Administrative Assistant I

One Administrative Assistant I position may be allocated for the administrative support position reporting to an Assistant Director, or to a faculty or administrator responsible for a program or function.

Programmatic Responsibilities

Program Management Specialist

As discussed above, there are distinctly separate and key differences between the duties and responsibilities assigned to the “Administrative Support” series and “Program Management” series. The administrative support series (Sec - AAI - AAI - ExAAI - ExAAII - ExAAIII) does not include a direct line with the program management series. The work of the unit, the assignments of the positions and the scope and complexity of those factors determine the difference between positions slotted with administrative support duties for a unit versus programmatic responsibilities for a function. Because some departments (academic or administrative) may require more programmatic support to carry out the mission of the unit, it may be appropriate to use the Program Management Specialist position to support the operations of the unit.

MATRIX:

As a general guide, the following matrix outlines the highest level which may be authorized for administrators, based on the participation of the administrative/secretarial function in unit operations, further defined by scope and complexity of the work of the unit. The progression of responsibilities and participation are contingent upon general support, complex responsibilities and/or in-depth authority inherent in and required of the administrative support position.

Level	Administrative Responsibilities			Programmatic Responsibilities
	General Support	Complex Responsibilities	In-depth Authority	
Provost	AAI	ExAA I	ExAA III	PMS
Vice Presidents	AAI	ExAA I	ExAA II	PMS
Deans / Associate VP / Assistant VP	Sec	AAII	ExAA I	PMS
Chairs / Directors	Sec	AAI	AAII	PMS
Assistant Director / Administrator	Off Clerk I	Sec	AAI	PMS

OTHER:

Additional Administrative/Secretarial/Clerical Job Specifications

The following job specification titles are generally not to be used, except in unusual circumstances which require management flexibility, and deviation from the allocation plan, and the criteria set forth. The use of such titles will require an evaluation of the assignment of overall administrative functions, an analysis of the degree of general, thorough, and/or in-depth assignment of specific work responsibilities, and the availability and potential for employee career development and growth opportunities.

- Program Administrative Specialist
- Typist Clerk
- Word Processing series (Operator, Scientific, and Supervisor)

Reclassification

Reclassification of an incumbent requires that:

- 1) the action be recommended and supported by the responsible departmental administrator (unit head) and appropriate vice president, whose approval indicates that sufficient funding is available, AND
- 2) there are significant and substantial changes in the position's primary duties, AND
- 3) the incumbent meets the minimum qualifications for the position, AND
- 4) the incumbent's overall performance is at or above the satisfactory level.

Allocation of Multiple Positions

If an additional administrative/secretarial support position is required for a segment of work which is not a distinctly separate function from the administrator's primary line of responsibility, additional positions may be classified no higher than one grade below the primary administrative support position.

If an administrator, due to the scale of his/her responsibilities, requires the allocation of more than one administrative/secretarial position to support a distinctly separate function of equivalent scope and complexity, which can be clearly defined, he/she may also be allocated additional support to the unit, provided that the reporting relationship to the administrator is the same for each separate area of responsibility. Additional support is not to exceed the primary, highest level authorized position for the unit.