

MASTER SPECIFICATION

JOB INFORMATION

Date:	11/14/2017 12:38:37 PM
Official Title:	Information Assistant Senior Master
System Affiliation:	
Employee Category:	
Pay Grade:	Pay Grade 3
Scheduled Hours	
Job Code:	654220
Job Family:	Community Outreach

JOB SUMMARY

The Information Assistant Senior collects, organizes and disseminates various forms of information and provides general and semi-technical assistance to students, customers or patrons.

NATURE OF WORK

The Information Assistant Senior is responsible for collecting, developing, editing, digitizing, and verifying a wide range of informative materials for the institution, as well as for as well as for providing semi-technical information to campus visitors to include students, staff, faculty, and the general public through in-person, phone, and electronic interactions. Additional responsibilities include supervising and directing the work activities of lower-level Information Assistants assigned to the area/unit. Job responsibilities require excellent customer service skills, as well as knowledge and ability to operate various software to convert and digitize materials. Work is performed under limited supervision, working from established policies and objectives. The Information Assistant Senior exercises sound judgment in planning and organizing own work but must adhere to specific time, process, and results standards. Problems faced in this position are highly varied, complex, and occasionally ill-defined, often requiring analysis or interpretation of the situation. Decisions have significant, broad implications for the management and operations of a division/entire institution as well as contribute to decisions on the overall strategy and direction of the entire institution.

Distinguishing Characteristics

Examples of Duties

Essential Functions

- Serves as the initial contact for all customers, clients, students or partners seeking general or semi-technical information.
- Executes, manages and maintains a wide range of information inventory, utilizing various database programs to provide reliable, retrievable, and repeatable information.
- Supervises all assigned lower-level staff, including planning, assigning and approving work; rewards/disciplines; responds to grievances; hires/fires (or effectively recommend); prepares and signs performance evaluations/reviews of employees.
- Manages and verifies data in various database formats according to standards; digitizes the infrastructure of the campus onto maps.
- Maintains and manages document files for project level and individual tasks, as well as answers internal and external inquiries concerning related data.
- Performs other job related duties as assigned.

Performs other functions as required or assigned. Also complies with all Policies and Standards.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

<i>Education Level</i>	<i>Field of Study</i>	<i>Req</i>	<i>Pref</i>	<i>And/Or</i>
Bachelor's degree	Related field	X		

Additional Experience

[Check here if experience may substitute for some of the above education and describe how.](#)

X	
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Work Experience

<i>Experience</i>	<i>Experience Details</i>	<i>Req</i>	<i>Pref</i>
1 year +	Related experience involving public contact	X	

