

ORGANIZATION ROLE

- A. *Choose the answer that best describes the level of organizational understanding required of the job:*
1. A basic understanding of the supervisor's unit/department.
 2. A limited understanding of the supervisor's unit/department and college operations, organization, and procedures.
 3. An understanding of the supervisor's job responsibilities and operating methods including knowledge of unit/department and college operations and procedures.
 4. A thorough knowledge of the supervisor's job responsibilities and operating methods and an understanding of unit/department's role in college operations.
- B. *Choose the answer that describes the typical level of contact within the organization and the handling of confidential information:*
1. Contact primarily with supervisor.
 2. Regular contact with peers and subordinates of supervisor, occasional contact with executive officers and outside contacts (community, students, vendors, etc.).
 3. Frequent contact at the senior management level both inside and outside the organization and regular exposure to confidential data.
 4. Contact with individuals at all levels of the organization and community and frequent exposure to highly confidential information and files.
 5. Frequent contact with senior executives inside and outside the organization and frequent exposure and access to highly confidential data, requiring a high level of tact and discretion in determining when and to whom to disclose information.

MAJOR CHALLENGES

Choose the answer that describes the most challenging assignment performed in this job on a regular basis.

1. Primarily word processing and reception responsibilities.
2. Maintains appointment calendars, office files and records in accordance with internal procedures; some contact with outside community to respond to routine requests for information.
3. Directly supports a unit's or department's productivity by providing specialized administrative services to internal contacts or the outside community.
4. Independently researches, organizes, and coordinates delivery of instructional programs, seminars, conferences, meetings, and campaigns, and/or coordinates office operations requiring a significant amount of external contact with the outside community.
5. Independently manages and organizes a variety of complex special projects with Districtwide or campuswide impact requiring a high level of coordination with external community and various individuals and/or departments (i.e., grant proposal submission, curriculum development and institutional design).

IMPACT ON OTHER EMPLOYEES

A. *Choose the item which most accurately describes the type of communications required of the job:*

1. Little or no interaction with customers apart from a boss or supervisor and none with external customers.
2. Normal interaction such as taking messages, responding to inquiries, greeting visitors and customer pick-up/delivery.
3. Permanent liaisons with assigned people for the purpose of exchanging business, technical and administrative information.
4. Defining and evaluating problems submitted by others and directing them to the appropriate individuals for resolution. May also solve recurring problems independently.
5. Defining and resolving problems and communicating solutions which may significantly save time or facilitate the work for managers in the unit supported.
6. Resolving problems that require a full understanding of the boss's accountabilities and the ability to fully interpret the purpose and the importance of the various internal contacts he or she is managing.

B. *Choose the item that describes the typical level of work direction or training given to others:*

1. Responsible for own work only.
2. Occasionally trains or instructs others in work procedures.
3. Regularly trains or assists in coordination and distribution of units worked.
4. Sole responsibility for assignment and distribution of units worked and utilization of equipment or providing direction to external contacts or executives in the interpretation of information.

INFORMATION MANAGEMENT

A. *Choose the item that best describes the level of written communications typically required on the job:*

1. Does not apply to the position.
2. Typing routine materials from rough drafts or revising typed drafts following standard format.
3. Typing routine correspondence from general instruction. Setting up and typing reports or similar presentations following prescribed formats, occasionally requiring individual judgment.
4. Composing, typing, routing, and/or answering routine correspondence following supervisor's direction.
5. Composing, typing, routing, and/or answering routine correspondence without supervisor's direction. Editing correspondence with little or no instruction.
6. Compiling information, independently composing correspondence and reports, and editing material for meaning and content with little or no instruction.

B. *Choose the item which most accurately describes the information management responsibilities of the job:*

1. Updating files and/or databases through the routine input/output, filing and retrieving of information, and for accessing and distributing information.
2. Understanding and maintaining files and/or databases, including collecting, checking/verifying and/or purging information to produce administrative reports.
3. Providing analysis and/or completing project work from databases and/or information sources such as retrieving and assessing the relevant information and/or producing statistics. (For example, extracting data from multiple systems/files to produce a report, establish selection criteria to extract specific data, manipulating data.)
4. Gathering and analyzing information from various original sources (interviewing to obtain data) and developing independent recommendations based on this research for supervisor's decision.

INFORMATION PROCESSING

- A. *Choose the item which most accurately describes the level of computer expertise required of the job.*
1. No particular knowledge of computers is necessary.
 2. Knowledge of data entry procedures, including how to enter data on a keyboard.
 3. Knowledge of how to use PC-based operating systems, software packages, word processors, basic spreadsheets (for examples, DOS, WordPerfect 5.0, Lotus 1-2-3, MS-Word, Excel, etc.)
 4. Knowledge of the use of PC-based software packages to perform complex analyses that typically involve the integration of two or more packages.
 5. Knowledge of complex applications (such as database managers, fourth generation language, statistical packages, etc.) OR general systems knowledge such as compatible hardware and software configurations for meeting objectives.
 6. Knowledge of various computer languages and sophisticated applications (such as PASCAL, C, FORTRAN, COBOL, GURU, etc.) OR systems analysis knowledge to define system specifications and user requirements.
- B. *Choose the item that most accurately describes the information processing requirements of the job:*
1. Using a typewriter to draft and/or fill out forms and purchase order and straight-forward filing.
 2. Inputting data onto a processed screen.
 3. Using a basic word processing program to type letters or transcribe recordings.
 4. Fully utilize an intermediate word processing program to format reports and set up supporting tables.
 5. Develop expert proficiency in an advanced word processing program to compose various charts, graphics and statistical reports.

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6. Develop expert proficiency in software programs to collect and analyze information for which to make business decisions.

RECORD KEEPING AND FILING

- A. *Choose the answer that best describes the nature of organizational skills required in the job:*
1. Does not apply to my position.
 2. Maintains established office files and records.
 3. Organizes and maintains files of supervisor's correspondence and records, following up on pending matters with direction.
 4. Organizes and maintains supervisor's correspondence and records, following up on pending matters independently.
 5. Develops, organizes and maintains office system, files, procedures and etc. for the work unit.
- B. *Choose the approximate percentage of time spent on record keeping and filing:*
1. Less than 10 percent
 2. 10 percent - 35 percent
 3. 36 percent - 70 percent
 4. Greater than 70 percent