



University System of Maryland Job Class Specification

TITLE: UMUC TEAM ASSOCIATE II
FLSA: NONEXEMPT
EEO6: H40
IPEDS-SOC: S-439061

JOB CODE: N09TA2
JOB TYPE: INST SPECIFIC UMUC
JOB FAMILY/SERIES: STU

APPROVED BY:
Chancellor Donald N. Langenberg

EFFECTIVE DATE: 07/01/96

JOB SUMMARY

Under general supervision, functions as a senior team member of an institutionally defined self-directed team providing guidance, instruction, and training in multi-functional clerical/operational procedures and processes to other team members. Assists in coordinating the work with other team members or departments. Work involves a broad variety of specialized tasks and methods consistent with a clearly defined team-based work environment and continuous quality improvement objectives.

PRIMARY DUTIES

1. Provides instruction and guidance in operations and procedures to team clerical personnel. Coordinates work priorities, plans, and schedules.
2. Leads the implementation and administration of clerical policies and procedures for the team. Coordinates quality control and recommended changes to work methods or technology to improve quality, service, and increase productivity.
3. Assists in developing team goals and budget.
4. Plans and coordinates the assembly, compilation, and processing of data and records for reports and special studies. Prepares correspondence, specialized and recurring reports related to team operations.
5. Assists in communication of issues across team.
6. Provides input to team performance evaluations.
7. Performs all duties of the Team Assistant and Team Associate I as required.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of

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this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or GED.

EXPERIENCE: Four years progressively responsible clerical work to include at least three years on a self-directed team.

OTHER:

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Thorough knowledge of team office practices, procedures and equipment; of business english, grammar, spelling, and punctuation. General knowledge of the principles of team leadership and office management. Skill in planning and coordinating team clerical work; in interpreting and applying departmental policies and procedures; in operating manual and automated office equipment including personal computers and related software; in composing correspondence, compiling statistical data, and preparing reports; in performing mathematical computations; creation and maintenance of paper and computer files; in effective telephone usage; in organizing, coordinating, and executing multiple assignments under specific time constraints. Ability to work effectively in a self-directed team-based work environment; to understand and apply team quality and performance standards. Ability to train and guide team clerical personnel; to maintain poise and courtesy under pressure; to lead analysis of clerical problems and selection of corrective action; to communicate effectively both orally and in writing; to plan and coordinate team activities with multiple areas of the organization; to establish and maintain effective work relationships both within and outside the team.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

CONDITIONS OF EMPLOYMENT