



University System of Maryland Job Class Specification

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

JOB CODE: N07TA1
JOB TYPE: INST SPECIFIC UMUC
JOB FAMILY/SERIES: STU

APPROVED BY:
Chancellor Donald N. Langenberg

EFFECTIVE DATE: 07/01/96

JOB SUMMARY

Under direct supervision, performs the full range of multi-functional clerical/operational duties as part of an institutionally defined self-directed team. Work involves a broad variety of specialized tasks and methods consistent with a clearly defined team-based work environment and continuous quality improvement objectives. Participates in providing guidance and instruction to Team Assistants.

PRIMARY DUTIES

1. Receives and directs incoming calls and visitors. Responds to general inquiries requiring research or interpretation of relevant departmental policies and procedures. Makes referrals to other team members or teams as appropriate.
2. Maintains manual and automated record-keeping and filing systems. Codes, sorts, processes, and files the full range of team documents and materials. Assembles, enters, edits, and retrieves data and records.
3. Operates office equipment such as multi-line telephones, personal computers, typewriters, facsimile machines, and photocopiers.
4. Prepares worksheets, tables, correspondence, and standard reports. Participates in the preparation and review of statistical and other reports for completeness and accuracy.
5. Identifies and resolves clerical process problems impacting productivity and quality. Participates in developing new or revised processes.
6. Assists in planning and coordinating team clerical work. Coordinates work flow of assigned clerical tasks or function.

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: Three years in clerical work.

OTHER:

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

General knowledge of team office practices, procedures and equipment; of grammar, spelling, and punctuation. Skill in independently performing a broad range of team clerical and operational tasks including computer data entry, basic arithmetic calculations and compilation of statistical data; completion of standard forms, creation and maintenance of paper and computer files, preparation of standard reports and data summaries, and responding to requests for general information. Skill in effective telephone usage. Ability to work effectively in a self-directed team-based work environment; to understand and apply team quality and performance standards. Ability to plan and independently perform specialized clerical tasks; operate all team office equipment; to communicate both orally and in writing; to follow oral and written procedures and processes; to establish and maintain effective work relationships both within and outside the team; to operate personal computers and software; to understand and interpret department policies and procedures; to provide guidance and instruction to Team Assistants.

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