

# ADMINISTRATIVE SUPPORT (C) FAMILY

Jobs in this family do not require a Bachelor's degree and are non-exempt from the Fair Labor Standards Act (FLSA). Positions noted with (UE) are represented by the United Electrical, Radio and Machine Workers of America, Local 267. Positions noted with (T) are represented by the Chauffeurs, Teamsters, Warehousemen and Helpers Union No. 597.

Normal work week for salaried non-exempt employees is 37.5 hours, although exceptions of a 40-hour week (salaried or hourly) may apply.

Business Support Series.....	3
Business Support Assistant-Job Standard .....	3
Business Support Generalist-Job Standard.....	4
Career Progression .....	6
Library Support Series .....	7
Library Support Assistant - Job Standard .....	8
Library Support Generalist - Job Standard.....	9
Library Support Senior - Job Standard .....	11
Career Progression .....	13
Office/Program Support Series.....	14
Office/Program Support Assistant—Job Standard .....	15
Office/Program Support Generalist—Job Standard.....	16
Office/Program Support Senior—Job Standard .....	19
Office/Program Outreach Support – Job Standard (Alternate Career Progression).....	23
Dispatcher – Job Standard (Alternate Career Progression) .....	24
Service Support Series .....	26
Service Support Career Progression.....	26
Services Support Clerk—Job Standard .....	30
Services Support Worker—Job Standard .....	32
Services Support Assistant—Job Standard .....	33
Services Support Generalist—Job Standard.....	35
Services Support Senior—Job Standard .....	37

Services Support Supervisor—Job Standard .....	39
Services Support Material Specialist – Job Standard (Alternate Career Progression) .....	41
Technical Support Series .....	43
Technical Support Generalist—Job Standard (Alternate Career Progression).....	43
Technical Support Specialist—Job Standard (Alternate Career Progression).....	45

# Business Support Series

Positions in the Business Support Series perform the full range of routine to moderately complex and specialized business, accounting, and administrative functions in support of University financial operations.

Examples of work include: receive, process, and reconcile funds; create, maintain, and monitor financial transactions, budget, and account records and reports; reconcile and remit payroll taxes, interpret and communicate regulations; and provide input and track financial data.

## Business Support Assistant-Job Standard

This title is part of a career progression within the Business Support Series consisting of Business Support Assistant and Business Support Generalist.

Job Family	Administrative Support
Series	Business Support
Job Code	2061, 2063
FLSA	Non-Exempt
Union Status	

## Job Overview

Perform routine business/accounting functions and process standard financial transactions in support of University financial systems.

## Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Perform routine business/accounting functions and process standard financial transactions in support of the University's financial systems following established departmental guidelines and procedures; process and review transactions for accuracy, verify information and resolve discrepancies; set up accounts, prepare deposits and disperse funds.

Maintain and update records and files containing sensitive information; input and track financial data utilizing University accounting systems; prepare standard reports.

Respond to or refer routine inquiries; provide resolution or refer as appropriate based on a familiarity with University policies and procedures.

Perform routine office activities: assist with mail functions, monitor office supplies and inventory, answer phone, and prepare documentation related to accounting functions.

May provide functional supervision to designated employees and/or affiliates.

## Minimum Qualifications

### Education and Experience

\*or equivalent to

High school diploma, one-year related experience, and basic computer knowledge required.

## Business Support Generalist-Job Standard

This title is part of a career progression within the Business Support Series consisting of Business Support Assistant and Business Support Generalist.

Job Family

Administrative Support

Series	Business Support
Job Code	2071, 2072
FLSA	Non-Exempt
Union Status	

## Job Overview

Perform routine to moderately complex and specialized business/accounting operations in support of University financial systems.

## Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Perform routine to moderately complex and specialized business/accounting operations in support of the University's financial systems; use judgment in determining individual work tasks, work methods and priorities; initiate, verify and process financial transactions and pre and post audits; review, analyze and reconcile accounts; resolve discrepancies pertinent to financial transactions and reporting and ensure compliance with University and regulatory provisions.

Maintain and monitor confidential financial transaction and account records; input and track financial data utilizing University accounting systems; generate documents and specialized reports.

Respond to routine and complex inquiries from internal and external customers; resolve exceptions, discrepancies and errors; use judgment in application and disclosure of confidential information; interpret and communicate regulations, policies and procedures related to operations and financial transactions based

on a comprehensive knowledge and understanding of University policies and procedures and external regulations.

Perform general office activities: maintain files and petty cash funds, prepare and distribute documentation, business correspondence and reports related to financial activities and answer phone.

May provide functional supervision to designated employees and/or affiliates.

## Minimum Qualifications

### Education and Experience

\*or equivalent to

Associate's degree in related area, one to three years specialized experience and working knowledge of software applications used to support area operations required.

## Career Progression

### Nature of work

<b>Assistant</b>	<b>Generalist</b>
Perform routine business/accounting functions and process standard transactions in support of University financial systems	Perform routine to moderately complex and specialized business/accounting operations in support of University financial systems
Follow established guidelines and procedures	Use judgment in determining individual work tasks, work methods and priorities
Influence short-term office process	Influence departmental operations

### Expertise

<b>Assistant</b>	<b>Generalist</b>
Use office equipment and standard software applications	Use office equipment and standard software packages

Maintain and update records and files containing sensitive information	Maintain and monitor confidential financial transaction and account records
Process transactions, verify information and resolve discrepancies	Initiate, process, verify and analyze account transactions and information and resolve discrepancies
N/A	Ensure compliance with University and regulatory provisions

## Interaction

<b>Assistant</b>	<b>Generalist</b>
Respond to or refer routine inquiries	Respond to routine and complex inquiries and interpret/communicate regulatory information
Use familiarity with University policies and procedures	Use comprehensive knowledge and understanding of University policies, procedures, and external regulations
Has access to sensitive information	Use judgment in application and disclosure of confidential information

## Supervision

Both standards may provide functional supervision to designated employees and/or affiliates.

## Conditions

- Both standards work in a standard office environment.
- Both standards' work may be data driven.

## Minimum Qualifications

<b>Assistant</b>	<b>Generalist</b>
High school diploma and one year related experience	Associate's degree in a related area and one to three years' specialized experience
Basic computer knowledge	Working knowledge of software applications

## Library Support Series

Positions in the Library Support Series perform the full range of routine to specialized collections maintenance functions and provide library service, holdings and reference information and assistance to internal and external patrons in support of the University library system.

Examples of work include: perform end processing functions, maintain and edit library holdings and records, perform bibliographic searches, provide reference and circulation assistance and access to library collections through specialized resources, coordinate and oversee functional library areas, and assist in developing operating policies and procedures.

## Library Support Assistant - Job Standard

This title is part of a career progression within the Business Support Series consisting of Library Support Assistant.

Job Family	Administrative Support
Series	Library Support
Job Code	2081
FLSA	Non-Exempt
Union Status	

### Job Overview

Perform routine collections maintenance functions in support of the University library system.

### Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Perform routine collections maintenance functions in support of the University library system; use detailed methods and established procedures; locate library materials; collect and re-shelve periodicals and books and provide photocopying assistance; receive and check out library materials.

Receive and refer library service inquiries based on a familiarity with library policies and procedures.

Maintain and edit library holdings and adjust item records using automated library system within the framework of detailed library procedures.

Monitor operation of and perform routine maintenance on photocopiers, reader/encoders and microform reader/printer; assist patrons with operation of equipment.

Perform routine binding and make minor repairs on library materials; prepare materials for contract binding to include packaging and inspecting shipments; perform end processing to library materials; affix bookplates, produce call number labels and override bar codes.

### Minimum Qualifications

#### Education and Experience

\*or equivalent to

High school diploma, one year library or related experience, and basic computer skills required.

### Library Support Generalist - Job Standard

This title is part of a career progression within the Business Support Series consisting of Library Support Assistant.

Job Family	Administrative Support
Series	Library Support
Job Code	2091

FLSA	Non-Exempt
Union Status	

## Job Overview

Perform general and specialized collections maintenance functions in designated service areas in support of the University library system.

## Typical Job Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Perform general and specialized collections maintenance functions in designated service areas in support of the University library system; use judgment in prioritization of work tasks and in determining work methods; maintain and shelve materials; resolve lost and overdue materials issues; assist patrons with access to library collections, to automated resources, and library equipment.

Receive and respond to general inquiries and provide library service and holdings information based on a general knowledge of library policies and procedures; use database systems to provide ready-reference information, perform bibliographic searches and assist in citation verification.

Maintain, edit and update library holdings, item records, data and files related to interlibrary loan functions using automated library system; process interlibrary loan requests using linked online systems and verify title changes within the framework of library guidelines. Maintain office supplies and process billing records.

Monitor operation and ensure functionality of office equipment and peripherals

in public areas and classrooms.

May provide functional supervision to designated employees and/or affiliates.

### Minimum Qualifications

#### Education and Experience

\* or equivalent to

High School diploma, two years college coursework, two years library experience and knowledge of computer applications and hardware required.

### Library Support Senior - Job Standard

This title is part of a career progression within the Business Support Series consisting of Library Support Assistant.

Job Family	Administrative Support
Series	Library Support
Job Code	2101
FLSA	Non-Exempt
Union Status	

### Job Overview

Perform specialized collections maintenance functions in designated service areas in support of the University library system.

## Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Perform specialized collections maintenance functions in designated service areas in support of the University library system; use judgment in prioritization of work tasks, coordination of processes and application of departmental procedures; oversee shelving functions, stack maintenance and utilization of collections and resources; administer circulation and loaned materials process and resolve issues pertinent to collections.

Receive and respond to specific inquiries and provide library service and reference information to patrons; use database systems to perform bibliographic and full text searches, provide assistance, guidance and advice related to library collections based on comprehensive knowledge of library policies and procedures.

Maintain, verify, process and approve billing records, data and files related to designated service area; compile area usage data and develop related reports; examine and determine placement of gifts and other materials within the framework of library guidelines.

Provide public service desk support and/or oversight of library operations during evening/weekend hours to include reference services, security and maintenance of office equipment and peripherals in public areas.

May provide functional supervision to designated employees and/or affiliates.

## Minimum Qualifications

Education and Experience

\*or equivalent to

High School diploma, two years college coursework, three years library experience and working knowledge of computer systems and standard application software required. Knowledge of a foreign language may be required.

## Career Progression

### Nature of Work

ASSISTANT	GENERALIST	SENIOR
Perform routine collections maintenance functions in support of the University library system	Perform general and specialized collections maintenance functions in designated areas in support of the University library system	Provide operational oversight and perform specialized collections maintenance functions in designated service areas in support of the University library system
Use detailed methods and established procedures	Use judgment in prioritizing work tasks and in determining work methods	Use judgment in prioritizing work tasks, coordinating processes, and applying departmental procedures
Influence short-term processes	Influence specific processes	Influence specific processes and operations

### Expertise

ASSISTANT	GENERALIST	SENIOR
Use, monitor, and perform routine maintenance on standard library equipment	Use, monitor, and ensure functionality of standard library and peripheral equipment; use specialized software applications	Use, monitor and ensure security of standard library equipment; use specialized software applications
Maintain and edit holdings and adjust item records	Maintain, edit and update holdings, item records, data and files related to inter-library loan functions	Maintain, verify, process and approve billing records, data and files related to designated service area
Perform routine binding, minor repairs and end processing to library materials	Process inter-library loan requests and verify title changes	Compile area usage data and develop reports
n/a	Provide ready-reference information and perform bibliographic searches	Provide library service and reference information and perform bibliographic and full text searches
n/a	n/a	Provide public service desk support and/or oversight of library operations during specified times

### Interaction

ASSISTANT	GENERALIST	SENIOR
Receive and refer inquiries	Receive and respond to general inquiries and provide information and guidance	Receive and respond to specific inquiries and provide information, guidance, and advice
Use familiarity with library policies and procedures.	Use general knowledge of library policies and procedures	Use comprehensive knowledge of library policies and procedures
Assist patrons with equipment operation	n/a	n/a

### Supervision

ASSISTANT	GENERALIST	SENIOR
May provide functional supervision to designated employees and/or affiliates.	May provide functional supervision to designated employees and/or affiliates.	May provide functional supervision to designated employees and/or affiliates.

### Conditions

ASSISTANT	GENERALIST	SENIOR
Standard library office and service areas	Standard library office and service areas	Standard library office and service areas
Occasional lifting of 25-50lbs	Infrequent lifting of 25lbs	Weekend or evening hours

### Minimum Qualifications

ASSISTANT	GENERALIST	SENIOR
High school diploma and one year related experience	High school diploma, two years of college coursework, and one to two years' related experience	High school diploma, two years of college coursework, and three years' specific experience
Basic computer skills	Knowledge of computer applications and hardware required	Working knowledge of computer systems and standard applications software
n/a	n/a	Knowledge of a foreign language may be required

## Office/Program Support Series

Positions in the Office/Program Support Series perform the full range of routine to highly specialized office, customer, and operational support functions and general to comprehensive records management and provide general to complex information and

assistance in support of administrative and/or academic areas serving students, faculty, staff, and general public.

Examples of work include: provide general office and operational activities; prepare and process departmental forms, materials, and documentation; create and maintain file systems; compile and analyze data; maintain and monitor budget activity; coordinate activities related to program or project area; provide scheduling/logistical support; and provide information and assistance to internal and external community.

## Office/Program Support Assistant—Job Standard

This title is part of a career progression within the Office/Program Support Series consisting of Office/Program Support Assistant, Office/Program Support Generalist, and Office/Program Support Senior.

Job Family	Administrative Support
Series	Office/Program Support
Job Code	2021, 2022
FLSA	Non-Exempt
Union Status	

### Job Overview

Provide routine office support and records maintenance for administrative and/or academic areas within the University.

### Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Provide routine office support and records maintenance for administrative and/or academic areas within the University following established procedures;

use sensitive information within the framework of departmental guidelines.

Respond to and refer inquiries; greet visitors and provide general information and assistance to students, faculty, staff or public based on a familiarity with University policies and procedures.

Prepare and/or process and assist with verification of forms, documents and materials; use software applications to develop and maintain databases, forms and spreadsheets and generate standard reports following established procedures; update website information.

Provide scheduling support including calendars, meetings, conferences, travel and may coordinate activities related to program and/or projects.

Perform routine office functions: photocopy materials, prepare and distribute mail, maintain activity logs. Operate equipment specific to work area.

May provide functional supervision to designated employees and/or affiliates.

### **Minimum Qualifications**

#### **Education and Experience**

\*or equivalent to

High school diploma, one to two years office experience, and working knowledge of software applications used to support office functions required.

### **Office/Program Support Generalist—Job Standard**

This title is part of a career progression within the Office/Program Support Series consisting of Office/Program Support Assistant, Office/Program Support Generalist, and Office/Program Support Senior.

Job Family	Administrative Support
Series	Office/Program Support
Job Code	2031,2032,2033
FLSA	Non-Exempt
Union Status	

### Job Overview

Provide general office, operational and budget support and/or oversight and records maintenance for administrative and/or academic areas within the University.

### Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Provide general office, operational and budget support and/or oversight and records maintenance for administrative and/or academic areas within the University; use judgment in solving problems, prioritizing work tasks and making decisions regarding work methods; use or disclose sensitive information within the framework of departmental guidelines.

Respond to and refer inquiries; resolve issues/problems; provide information and assistance to internal and external constituents based on comprehensive knowledge and understanding of program requirements, departmental guidelines, University and external regulations; may interpret department policies, procedures and guidelines.

Prepare and/or edit, design or modify materials which may be of a technical or

specialized nature; compose correspondence and related documents; verify, process and maintain data and related materials; may research, compile and provide summaries and analysis of data/statistics; create databases, generate specialized reports and create and update website information using standard and specialized software applications.

Provide logistical support including calendars, conferences, travel and other special activities. Coordinate organizational activities; may coordinate and/or oversee workflow and processes.

Perform general office functions: prepare and distribute mail, maintain logs and purchase inventory and supplies. Operate and provide technical assistance regarding equipment specific to work area.

Maintain and oversee expenditure records and assist in preparation of budget projections.

May provide functional supervision to designated employees and/or affiliates.

## Minimum Qualifications

### Education and Experience

\*or equivalent to

Associate's degree with one to three years of related experience, working knowledge of software applications used to support office functions, and familiarity with Internet resources required.

## Office/Program Support Senior—Job Standard

This title is part of a career progression within the Office/Program Support Series consisting of Office/Program Support Assistant, Office/Program Support Generalist and Office/Program Support Senior.

Job Family	Administrative Support
Series	Office/Program Support
Job Code	2041
FLSA	Non-Exempt
Union Status	

### Job Overview

Provide high level operational and budget support and /or oversight for an Executive Officer, Dean, Associate Vice President, Assistant Vice President, Vice President, Provost or for a management executive who reports to the President.

### Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Provide high level operational and budget support and/or oversight for an Executive Officer, Dean, Associate Vice President, Assistant Vice President, Vice President, Provost or for a management executive who reports to the President; use judgment in problem resolution, prioritization of workflow and decisions regarding work methods and processes; use discretion regarding disclosure and dissemination of sensitive information to internal and external constituents within the framework of departmental guidelines.

Respond to and resolve issues/problems which, due to the executive level of the office, may be highly irregular, unique and/or specialized and require a thorough understanding of University policy and external regulations; provide complex information and assistance to internal and external constituents and interpret department policies, procedures and guidelines.

Prepare and/or edit, design or modify materials which may be of a highly confidential or specialized nature; compose correspondence and related documents; verify, process and maintain data, records, forms and related materials; research, compile and provide summaries and analysis of data/statistics; create databases, generate specialized reports and create and update website information using standard and specialized software applications

Provide logistical and scheduling support including complex calendars, conferences, travel and other special activities. Coordinate organizational activities and maintain related records; oversee complex deadlines and workflow in support of a major University process.

Perform general office functions. Operate equipment specific to work area.

Maintain and oversee expenditures and assist in preparation of budget projections.

May provide functional supervision to designated employees and/or affiliates.

## Minimum Qualifications

### Education and Experience

\*or equivalent to

Associates degree in related field and five years related experience, working knowledge of software applications used to support area operations, and familiarity with Internet resources required

### Career Progression **Nature of Work**

ASSISTANT	GENERALIST	SENIOR
Provide routine office support and records maintenance for administrative and/or academic areas within the University	Provide general office, operational and budget support and/or oversight and records maintenance for administrative and/or academic areas within the University	Provide high level operational and budget support and/or oversight for an Executive Officer, Dean, Associate Vice President, Assistant Vice President, Vice President or Provost
Follow established procedures	Use judgment in solving problems, prioritizing work tasks and making decisions regarding work methods	Use judgment in problem resolution, prioritization of workflow and decisions regarding work methods and processes
Influence limited to position	Influence processes or area operations	Influence workflow/processes and area operations

### Expertise

ASSISTANT	GENERALIST	SENIOR
Use software applications to develop and maintain databases, forms and spreadsheets; generate standard reports and to update website information	Use standard and specialized software applications to create databases, generate specialized reports and create and update website information; prepare and/or edit, design or modify materials which may be of a technical or specialized nature; compose correspondence and related documents	Use standard and specialized software applications to create databases, generate specialized reports and create and update website information; prepare and/or edit, design or modify materials which may be of a highly confidential or specialized nature; compose correspondence and related documents
Prepare and/or process and assist with verification of materials	Verify, process and maintain data and related materials; may research, compile and provide summaries and analysis of data/statistics	Verify, process and maintain data, records, forms and related materials; research, compile and provide summaries and analysis of data/statistics
Provide scheduling support; may coordinate activities	Provide logistical support; coordinate organizational	Provide logistical and scheduling support

related to program and/or projects	activities; may coordinate and/or oversee workflow and processes	including complex calendars; coordinate organizational activities and maintain related records; oversee complex deadlines and workflow in support of a major University process
Perform routine office functions	Perform general office functions	Perform general office functions
Operate equipment specific to work area	Operate and provide technical assistance regarding equipment specific to work area.	Operate equipment specific to work area
Use familiarity with UVM policies and procedures	Use comprehensive knowledge of program requirements, departmental guidelines, and UVM and external regulations	Use thorough understanding of UVM and external regulations
n/a	Maintain and oversee expenditure records and assist in preparation of budget projections.	Maintain and oversee expenditures and assist in preparation of budget projections
n/a	Use limited design knowledge	Use design knowledge

### Interaction

ASSISTANT	GENERALIST	SENIOR
Respond to and refer inquiries; greet visitors and provide general information and assistance to students, faculty, staff or public	Respond to and refer inquiries; resolve issues/problems; provide information and assistance to internal and external constituents; may interpret department policies, procedures and guidelines	Respond to and resolve issues/problems which, due to the executive level of the office, may be highly irregular, unique and/or specialized; provide complex information and assistance to internal and external constituents and interpret department policies, procedures and guidelines
Use sensitive information within departmental guidelines	Use or disclose sensitive information within the framework of departmental guidelines	Use discretion regarding disclosure and dissemination of sensitive information within the framework of departmental guidelines

### Supervision

ASSISTANT	GENERALIST	SENIOR
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May provide functional supervision to designated employees and/or affiliates	May provide functional supervision to designated employees and/or affiliates	May provide functional supervision to designated employees and/or affiliates
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#### Conditions

ASSISTANT	GENERALIST	SENIOR
Standard office environment	Standard office environment	Office environment may be highly charged
n/a	Work may be deadline-driven	Work may be deadline-driven; evening and weekend hours may be required

#### Minimum Qualifications

ASSISTANT	GENERALIST	SENIOR
High School diploma and one to two years' office experience	Associate's degree and one to three years' related experience	Associate's degree in a related area and five years' related experience
Knowledge of software applications	Working knowledge of software applications	Working knowledge of software applications
n/a	Familiar with Internet resources	Familiar with Internet resources

## Office/Program Outreach Support – Job Standard (Alternate Career Progression)

This job standard may be part of one or more career progressions within the Office/Program Support series.

Job Family	Administrative Support
Series	Office/Program Support
Job Code	2111
FLSA	Non-Exempt
Union Status	

## Job Overview

Provide outreach services to targeted populations and provide program support for a designated area of the University.

## Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Provide outreach services to targeted populations and provide program support for a designated area of the University: use information from site visits, committees, and referral sources to assess needs of targeted populations; identify appropriate community agencies and resources; and evaluate and provide information and assistance to eligible participants within the context of departmental guidelines.

Coordinate activities with internal and/or external groups, committees, and community agencies related to projects, processes, marketing, referrals, and information sharing; may develop and present program materials and displays based on a comprehensive knowledge of University policies and procedures.

Provide general program support: maintain participant and resource data, calendars, and agendas; generate reports; and participate in conferences, workshops, and meetings.

Identify, recruit and train volunteers.

May provide functional supervision to designated employees and affiliates.

## Minimum Qualifications

Education and Experience

\*or equivalent to

High school diploma, one to three years of related experience, and working knowledge of software applications used to support area operations required.

## Dispatcher – Job Standard (Alternate Career Progression)

Job Family	Administrative Support
Series	Office/Program Support

Job Code	2183
FLSA	Non-Exempt
Union Status	TM

## Job Overview

Provide dispatch services and ensure effective communications between internal and external law enforcement agencies and the public in support of University Police Services.

## Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Provide dispatch services and ensure effective communications between internal and external law enforcement agencies and the public in support of University Police Services: maintain radio communications, continually and independently monitor location of shift personnel and monitor and record transmissions based on a comprehensive knowledge and understanding of University and external regulations and within established guidelines.

Respond to requests for information or assistance, which may be of a time sensitive, critical or volatile nature; provide instruction, refer to or distribute pertinent information quickly and precisely to appropriate internal or external agency personnel; utilize judgement in use and dissemination of highly charged/confidential information during communications.

Maintain log of activities; maintain and assist with preparation of confidential documents and records; utilize standard and specialized software applications; generate incident and daily reports.

Distribute and retrieve shift equipment; monitor closed circuit cameras at specific campus locations and provide electronic remote access to students, staff and faculty.

Conduct motor vehicle and criminal record checks.

## Minimum Qualifications

Education and experience equivalent to:

High school diploma, two years' records experience, working knowledge of software applications used to support area operations, and familiarity with Internet resources required. Keyboarding speed of 60 WPM and a security clearance/background check required. NCIC and 911 certification required within 6 months of hire.

# Service Support Series

Positions in the Services Support Series perform the full range of routine to highly specialized materials processing, acquisition and maintenance, inventory management, customer assistance, and operational oversight in support of administrative service areas serving students, faculty, staff, and general public.

Examples of work include: provide customer assistance; maintain supply areas and displays; maintain and track inventory; prepare and sort merchandise; provide routine support of technology systems; process and distribute federal and campus mail; maintain and process records and documents; and assist in budget development.

## Service Support Career Progression

### Nature of Work

Clerk	Worker	Assistant	Generalist	Senior	Supervisor
Perform routine materials maintenance and customer service in support of service functions	Perform customer assistance in support of service functions	Perform routine to general materials acquisition and maintenance and provide customer assistance in support of service functions	Perform general to specialized materials acquisition and maintenance and provide customer assistance in support of service functions	Perform specialized materials acquisition and maintenance, and provide customer assistance in support of service functions	Provide operational and staffing oversight, perform specialized materials acquisition and provide customer assistance in support of service functions
Use detailed methods	Use detailed methods	Use some judgment in determining work methods	Use judgment in solving problems and determining work methods	Use judgment in solving problems and determining work methods	Use judgment in prioritization of work tasks and decisions regarding application of organizational procedures
Influence primarily limited to	Influence primarily limited to	Influence primarily limited to	May have short-term impact on	May have short-term impact on	Impacts area operations with possible

context of position	context of position	context of position, but may have short-term impact on area operations	area operations	area operation	University-wide consequences
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## Expertise

Clerk	Worker	Assistant	Generalist	Senior	Supervisor
Process invoices, sort and prepare merchandise, supplies, and inventories for distribution, maintain supply areas and displays, stock and clean shelves, locate misplaced items and make minor repairs to damaged materials	Process invoices, sort and prepare materials; maintain areas and displays	Prepare merchandise, supplies, mail, and inventories for distribution, shelving and display; locate misplaced items; select and determine requirements of specific merchandise	Oversee receipt, storage, distribution and inventory; select and determine requirements of specific merchandise	Oversee receipt, storage, distribution, and inventory; select and determine requirements of specific, technical merchandise; maintain supply areas and displays and process software licensing documents	Perform acquisition of highly specialized supply, material, merchandise and equipment inventories; ensure compliance with specific regulations; monitor security and maintenance of inventory and equipment
Provide customer assistance and respond to and refer routine inquiries; locate materials;	Respond to and refer inquiries; perform transactions, process special requests and deliver	Provide customer assistance and respond to routine and general inquiries and provide information	Provide customer assistance and respond to general to complex inquiries; convey operational	Provide customer assistance, respond and provide follow-up to primarily technical inquiries	Provide customer assistance: respond to complex inquiries, serve as liaison with internal and

perform sales transactions	or assist in customer obtaining items	regarding operational procedures; locate and provide materials, and perform sales transactions	procedures, locate and provide materials, perform sales transactions and specialized services	related to computer software and peripherals; convey operational procedures, locate and provide materials, and perform sales transactions and specialized services	external constituents and provide problem resolution
n/a	n/a	n/a	Operate and maintain/repair equipment specific to designated work area	Operate standard equipment and provide routine support of technology systems	Coordinate area-specific services and special projects; design material displays, develop promotional and/or area pamphlets

## Interaction

Clerk	Worker	Assistant	Generalist	Senior	Supervisor
Provide customer assistance	Provide customer assistance	Provide customer assistance	Provide customer assistance	Provide customer assistance	Provide customer assistance
Respond to and refer routine inquiries	Respond to and refer routine inquiries	Respond to general inquiries and provide information regarding operational	Respond to specialized inquiries and convey operational procedures	Respond to and provide follow up to primarily technical inquiries related to	Respond to complex inquiries, serve as liaison with internal and external

		procedures base		computer software and peripherals	constituents and provide problem resolution
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## Supervision

Clerk	Worker	Assistant	Generalist	Senior	Supervisor
May provide functional supervision to designated employees and/or affiliates	May provide functional supervision to designated employees and/or affiliates	May provide functional supervision to designated employees and/or affiliates	May provide functional supervision to designated employees and/or affiliates	Provide functional supervision to designated employees and/or affiliates	Provide administrative supervision to University staff and functional supervision to designated employees and/or affiliates

## Conditions

Clerk	Worker	Assistant	Generalist	Senior	Supervisor
Lift 5 to 25 lbs. regularly and up to 70 lbs. occasionally	Lift 5 to 25 lbs. regularly and up to 70 lbs. occasionally	Lift 5 to 25 lbs. regularly and up to 70 lbs. occasionally	Lift 5 to 25 lbs. regularly and up to 70 lbs. occasionally	Lift 5 to 25 lbs. occasionally	n/a
Specific physical requirements may apply based on specific job functions.	Specific physical requirements may apply based on specific job functions.	Specific physical requirements may apply based on specific job functions.	Specific physical requirements may apply based on specific job functions.	Specific physical requirements may apply based on specific job functions.	Specific physical requirements may apply based on specific job functions.

## Minimum Qualifications

Clerk	Worker	Assistant	Generalist	Senior	Supervisor
High School diploma required.	High School diploma, and up to one year of	High School diploma, one year experience required.	High School diploma, two years experience required.	High School diploma, three years experience and	Associate's degree, two to three years related experience

	experience required.			knowledge of computer software and systems required.	and knowledge of computer software applications required
Valid Vermont driver's license or ability to obtain and driver's check may be required	Valid Vermont driver's license or ability to obtain and driver's check may be required	Valid Vermont driver's license or ability to obtain and driver's check may be required	Valid Vermont driver's license or ability to obtain and driver's check may be required	Valid Vermont driver's license or ability to obtain and driver's check may be required	Valid Vermont driver's license or ability to obtain and driver's check may be required
n/a	n/a	n/a	n/a	n/a	Specialized certification may be required

## Services Support Clerk—Job Standard

This title is part of a career progression within the Services Support Series consisting of Services Support Clerk, Services Support Worker, Services Support Assistant, Services Support Generalist, Services Support Senior and Services.

Job Family	Administrative Support
Series	Services Support
Job Code	2191, 2193
FMLA	Non-Exempt
Union Status	UE

## Job Overview

Perform routine materials maintenance and customer service in support of service functions within designated areas of the University.

## Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Perform routine materials maintenance and provide customer assistance in support of service functions within designated areas of the University using detailed methods: process invoices, sort and prepare merchandise, supplies, and inventories for distribution, maintain supply areas and displays, stock and clean shelves, locate misplaced items and make minor repairs to damaged materials.

Provide customer assistance and respond to and refer routine inquiries following established guidelines; locate materials, perform sales transactions.

Operate and assist in basic maintenance of equipment specific to a designated work area.

Maintain daily records and complete related forms; use standard software applications.

May operate University vehicle on/off campus.

May provide functional supervision to designated employees and/or affiliates.

## Minimum Qualifications

Education and Experience

\*or equivalent to

High School diploma required. A valid driver's license or ability to obtain and driver's check may be required. Lifting of 5 - 25 lbs. regularly and up to 70 lbs. occasionally. Specific physical requirements may apply based on job functions.

## Services Support Worker—Job Standard

This title is part of a career progression within the Services Support Series consisting of Services Support Clerk, Services Support Worker, Services Support Assistant, Services Support Generalist, Services Support Senior and Services Support Supervisor.

Job Family	Administrative Support
Series	Services Support
Job Code	2231
FLSA	Non-Exempt
Union Status	UE

### Job Overview

Provide customer assistance in support of service functions within designated areas of the University.

### Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Respond to and refer inquiries following established guidelines; perform various transactions, process special requests and deliver or assist in customer obtaining items.

Operate and assist in basic maintenance of equipment specific to a designated work area.

Maintain daily records and complete related forms; use standard software applications.

May operate University vehicle on/off campus.

May provide functional supervision to designated employees and/or affiliates.

Process invoices, sort and prepare materials associated with service such as mail or merchandise. Maintain areas and displays

## Minimum Qualifications

### Education and Experience

\*or equivalent to

High School diploma required with up to one year of related experience. A valid driver's license or ability to obtain and driver's check may be required. Lifting of 5 - 25 lbs. regularly and up to 70 lbs. occasionally. Specific physical requirements may apply based on job functions.

## Services Support Assistant—Job Standard

This title is part of a career progression within the Services Support Series consisting of Services Support Clerk, Services Support Worker,

Services Support Assistant, Services Support Generalist, Services Support Senior and Services Support Supervisor.

Job Family	Administrative Support
Series	Services Support
Job Code	2201
FLSA	Non-Exempt
Union Status	UE

## Job Overview

Perform routine to general materials acquisition and maintenance and provide customer assistance in support of service functions within designated areas of the University.

## Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Perform routine to general materials acquisition and maintenance and provide customer assistance in support of service functions within designated areas of the University; use judgment in determining work methods; prepare merchandise, supplies, mail and inventories for distribution, shelving and display; locate misplaced items; select and determine requirements of specific merchandise within the context of departmental guidelines; maintain supply areas and displays.

Provide customer assistance and respond to routine and general inquiries and provide information regarding operational procedures based on a familiarity with

University processes and procedures; locate and provide materials, and perform sales transactions.

Operate and assist in maintenance/repairs of equipment specific to a designated work area.

Maintain, process and verify related forms; use standard software applications.

May operate University vehicle on/off campus.

May provide functional supervision to designated employees and/or affiliates.

## Minimum Qualifications

### Education and Experience

\*or equivalent to

High school diploma and one year of experience required. A valid driver's license or ability to obtain and driver's check may be required. Specific physical requirements may apply based on job functions. Lifting of 5 - 25 lbs. regularly and up to 70 lbs. occasionally.

## Services Support Generalist—Job Standard

This title is part of a career progression within the Services Support Series consisting of Services Support Clerk, Services Support Worker, Services Support Assistant, Services Support Generalist, Services Support Senior, and Services Support Supervisor.

Job Family	Administrative Support
Series	Services Support
Job Code	2221, 2223

FLSA	Non-Exempt
Union Status	UE

## Job Overview

Perform general materials acquisition and maintenance, and provide customer assistance in support of service functions within designated areas of the University.

## Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Perform general materials acquisition and maintenance, and provide customer assistance in support of service functions within designated areas of the University; use judgment in solving problems and determining work methods; oversee receipt, storage, distribution and inventory; select and determine requirements of specific merchandise within the context of departmental guidelines and based on an understanding of external procedures.

Provide customer assistance and respond to general to complex inquiries based on a general knowledge of University processes and procedures; convey operational procedures, locate and provide materials, perform sales transactions and specialized services.

Operate and maintain/repair equipment specific to a designated work area.

Maintain, process and verify related forms; use standard software applications.

May operate University vehicle on/off campus.

May provide functional supervision to designated employees and/or affiliates.

## Minimum Qualifications

### Education and Experience

\*or equivalent to

High school diploma and two years' experience required. A valid driver's license or ability to obtain and driver's check may be required. Lifting of 5 - 25 lbs. regularly and up to 70 lbs. occasionally. Specific physical requirements may apply based on job functions.

## Services Support Senior—Job Standard

This title is part of a career progression within the Services Support Series consisting of Services Support Clerk, Services Support Worker, Services Support Assistant, Services Support Generalist, Services Support Senior, and Services Support Supervisor.

Job Family	Administrative Support
Series	Services Support
Job Code	2211
FLSA	Non-Exempt
Union Status	UE

## Job Overview

Perform specialized materials acquisition, maintenance and repair functions, and provide customer assistance in support of service functions within designated areas of the University.

## Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Perform specialized materials acquisition, maintenance and repair functions, and provide customer assistance in support of service functions within designated areas of the University; use judgment in solving problems and determining work methods; oversee receipt, storage, distribution and inventory; select and determine requirements of specific merchandise based on a comprehensive knowledge of departmental guidelines and external procedures or applicable regulations; maintain inventory, supplies and supply areas and move/set up equipment, displays, furnishings and/or staging and process related documents or records.

Provide customer assistance, respond and provide follow-up to inquiries related to specialized equipment or software based on a comprehensive knowledge of University processes and procedures; convey operational procedures, locate and provide materials. Perform sales transactions and specialized services.

Monitor performance of, clean and maintain specialized equipment; ensure safety standards are met; request and perform specific repairs or enhancements based on a thorough knowledge of regulatory guidelines; use cleansing/laundrying agents, disinfectants and related cleaning materials.

Operate standard and specialized equipment; provide routine support of technology systems.

Maintain, process and verify departmental forms; use standard software applications.

May operate University vehicle on/off campus.

May provide functional supervision to designated employees and/or affiliates.

## Minimum Qualifications

### Education and Experience

\*or equivalent to

High School diploma and three years' related or specialized experience and working knowledge of software applications used to support area operations required. A valid driver's license or ability to obtain and driver's check may be required. Lifting of 5 - 25 lbs. occasionally. Specific physical requirements may apply based on job functions.

## Services Support Supervisor—Job Standard

This title is part of a career progression within the Services Support Series consisting of Services Support Clerk, Services Support Assistant, Services Support Generalist, Services Support Senior and Services Support Supervisor.

Job Family	Administrative Support
Series	Services Support
Job Code	2131
FLSA	Non-Exempt
Union Status	

## Job Overview

Provide operational and staffing oversight, perform specialized materials acquisition and provide customer assistance in support of service functions within designated areas of the University.

## Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Provide operational and staffing oversight, perform specialized materials acquisition and provide customer assistance in support of service functions within designated areas of the University; use judgment in prioritization of work tasks and decisions regarding application of organizational procedures; perform acquisition of highly specialized supply, material, merchandise and equipment inventories; ensure compliance with specific regulations and University standards within the framework of University guidelines and procedures; monitor security and maintenance of inventory and equipment.

Provide customer assistance and respond to complex inquiries; serve as liaison with internal and external constituents and provide problem resolution based on a thorough knowledge of University processes and procedures.

Coordinate area specific services and special projects; design material displays, develop promotional and/or area pamphlets.

Maintain records, track inventory and assist in budget development and administration; generate reports using standard software applications.

May operate University vehicle on/off campus.

Provide administrative supervision to University staff and functional supervision to designated employees and/or affiliates.

## Minimum Qualifications

### Education and Experience

\*or equivalent to

Associate's degree, two to three years related experience and knowledge of computer software applications required. Valid driver's license or ability to obtain and driver's check may be required. Specialized certification may be required. Lifting of 5 - 25 lbs. occasionally.

### Services Support Material Specialist – Job Standard (Alternate Career Progression)

This job standard may be part of one or more career progressions within the Services Support Series.

Job Family	Administrative Support
Series	Services Support
Job Code	2121, 2122, 2123
FLSA	Non-Exempt
Union Status	

### Job Overview

Perform specialized materials management and acquisition and oversee supply operations for a designated area of the University.

## Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Perform specialized materials management and acquisition and oversee supply operations for a designated area of the University; use judgment in solving problems and determining work methods; receive and verify supplies and/or equipment; process damage claims and correct duplicate shipment/shortages.

Perform direct order placement for inventory, materials and/or services based on a comprehensive knowledge of departmental processes and procedures; serve as primary vendor contact; obtain quotes for non-inventory materials and/or services; monitor and assess client needs and maintain stock levels.

Coordinate on/off campus deliveries, oversee safe receipt, storage, distribution and inventory of specialized equipment and supplies, ensuring compliance with permits requirements and safety regulations; maintain related records, billing and documentation.

Provide customer service; fill orders and provide safe handling and storage information. Research and resolve customer complaints.

May operate University vehicle on/off campus.

Provide functional supervision to non-exempt and student employees.

## Minimum Qualifications

Education and Experience

\*or equivalent to

High school diploma and two to four years related experience required. Valid driver's license or ability to obtain, and driver's check may be required. Lifting of up to 25 lbs. occasionally.

## Technical Support Series

Positions in the Technical Support Series provide the full range of routine to specialized technical assistance and operational oversight related to personal, network, and mainframe computer systems/components in support of University computing functions.

Examples of work include: operate and monitor mainframe computer systems; perform systems troubleshooting; install, modify, and maintain hardware, software, and personal computers; provide output quality control; and oversee computer operation functions.

### Technical Support Generalist—Job Standard (Alternate Career Progression)

This job standard may be part of one or more career progressions within the Technical Support Series.

Job Family	Administrative Support
Series	Technical Support
Job Code	2151
FLSA	Non-Exempt
Union Status	

### Job Overview

Provide routine technical assistance related to computer systems/components in support of computer operations for a designated area.

## Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Provide routine technical assistance related to computer systems/components in support of computer operations for a designated area; use judgment in corrective action within the context of detailed departmental guidelines; adjust parameters, ensure peripheral devices operate properly and troubleshoot problems.

Respond to inquiries and serve as first level support to users based on a comprehensive knowledge and understanding of departmental processes and procedures.

Perform technical support: operate, inventory and set up computers; coordinate software upgrades, perform procedures required for systems backup and generate reports.

Maintain operational forms and records.

May provide functional supervision to designated employees and/or affiliates.

## Minimum Qualifications

Education and Experience

\*or equivalent to

High School diploma, specialized coursework and up to one year related experience required. Lifting of 5 - 25 lbs regularly.

## Technical Support Specialist—Job Standard (Alternate Career Progression)

This job standard may be part of one or more career progressions within the Technical Support Series.

Job Family	Administrative Support
Series	Technical Support
Job Code	2171, 2172
FLSA	Non-Exempt
Union Status	

### Job Overview

Provide general to specialized technical assistance related to computer applications/components and perform routine system maintenance in support of computer operations for a designated area.

### Typical Functions

*The duties listed are not all-inclusive. Duties assigned to individual employees may vary.*

Provide general to specialized technical assistance related to computer applications/components and perform routine system maintenance in support of computer operations for a designated area; install, modify and maintain hardware and software, provide access/account administration, individual and group training.

Respond to, troubleshoot and resolve computer related inquiries and system

performance problems and perform system maintenance; assist with design, development and modification of complex software applications and system/user specific documentation based on a comprehensive knowledge of processes and procedures and within the context of University guidelines.

Perform technical support functions: develop schedules and ensure completion of tasks, review processes, track changes and provide output quality control. Maintain resource information and related records; prepare and generate reports. May provide functional supervision to designated employees and/or affiliates.

## Minimum Qualifications

### Education and Experience

\*or equivalent to

Associate's degree in a related field and one to two years specialized experience required.