

University of Nebraska Central Administration
Job Description

General Information

Working Job Title: Office Associate (L1) 49242409	Job Family: Administrative and Business Operations	Job Family Zone: Assistant
Position Number:	Department Name: Vice President and General Counsel	SAP Organization Unit Number:
Employee's Name:	Date of Last Update: 5/2019	Title of Department Supervisor: General Counsel Office Paralegal
SAP Personnel #:	Last Updated By: HR	Name of Line Supervisor: Lisa Komenda

Position Summary

This position performs standard, confidential legal administrative support for the Office of the Vice President and General Counsel, which includes the Vice President and General Counsel, the Deputy General Counsel, other University attorneys, and the Director of Records Management. Duties require a wide range of experience, skill, and knowledge as it pertains to a legal business office.

Duties & Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
<u>Administrative Support:</u> Responsible for office support tasks, including: answering multiple phone lines and directing calls as appropriate; coordinating meetings and conference calls; scheduling and making appointments; maintaining electronic calendars; responding to inquiries from other departments, outside organizations, and the public; organizing and maintaining the paper and electronic filing systems; word-processing; photocopying; proofreading; reviewing and distributing legal invoices for all four campuses and Central Administration; maintaining database of legal expenses for annual General Counsel report; ordering office supplies; arranging seminars and travel for attorneys using University Concur; processing payments using University PCard; processing attorney reimbursements; maintaining the General Counsel's invitations; meeting setup and cleanup; kitchen cleanup; and other duties as assigned.	65%	*
<u>Legal Support:</u> Responsible for supporting the attorneys by: copying legal documents; assisting in preparing for trial and other hearings by performing tasks such as scanning, and organizing documents and exhibits, electronic filing; mailing, faxing, emailing, and mailing or arranging for delivery of legal correspondence, as needed.	35%	*

Supervision

This position exercises no supervision over other staff and receives **general supervision provided by the General Counsel Office Paralegal and Attorneys, with latitude for exercising independent judgment.**

Minimum Qualifications

Two years of post-secondary education and four years of administrative office experience are required. Proficiency with Microsoft Office, Outlook/Microsoft 365, and Adobe Acrobat is required. Basic knowledge of business accounting, scheduling and travel management experience are desired. Experience working in a legal office beneficial. An equivalent combination of education and experience may be considered.

Zone Definition Factors

Nature/Complexity of Work

Work performed in the General Counsel's office is based on requests from all four campuses, Central

Administration, the Board of Regents, and outside entities. This position requires a hard-working and motivated self-starter who works with considerable independence, takes initiative, and exercises sound judgment in accomplishing the large volume of tasks assigned. Attention to detail, accuracy, and efficiency, are required, as are excellent written and oral communication, technical, and time management skills. All communication with the General Counsel's office is potentially confidential and must be handled accordingly. Knowledge of the University's organizational structure as it relates to both administrative and support functions and the interrelationships among the campuses and groups served is beneficial to this position.

Problem Solving/Decision-making

Established guidelines, instructions, and/or precedents apply to the majority of the tasks assigned to this position. However, this position must exercise judgement in problem solving calls and situations at the front office, prioritizing work, handling day-to-day inquiries, and understanding when to escalate issues to higher level positions. In addition, given the quantity and diversity of requests that come to the office, this position requires the ability to recognize key facts, issues and/or requests and know the necessary steps needed to resolve or follow up on the request.

Strategic Impact

Accuracy and attention to detail are critical in this position. The majority of work performed is time sensitive and confidential in nature. Errors in work performed by this position may result in significant disruption in day to day operations. Errors could also affect overall services provided, individuals, or activities that are internal and external to the organization and possibly the reputation of the University as a whole. This position is required to be proficient and conscientious when completing tasks and for taking appropriate steps to correct any errors.

Know How

The position must demonstrate a general understanding of legal matters and competency in administrative support/office skills. One must have the ability to prioritize various tasks and deadlines and establish and maintain effective organizational systems. In addition, this position requires competent skills and technical abilities in modern office equipment and computer applications such as Word Perfect, Microsoft Word, Outlook/Microsoft 365, Excel, Adobe Acrobat, Justice and CM/ECF Case Management, and web-based applications. Attention to detail, accuracy, proficiency in oral and written communication, and the ability to multi-task are essential. This position requires someone who is able to work independently with little supervision as well as in a team setting. This position may have periods that require an individual to work under pressure and with stringent timelines.

Interactions

This job requires the ability to communicate in a professional manner with University administrators, faculty, staff, students, the public, and colleagues; and the ability to understand and act upon complex oral and written instructions.

Physical Requirements

1. **General Physical Requirements** Indicate the appropriate response for an eight hour day:

	Circle the appropriate number of hours									<i>Indicate intermittent or constant</i>	
	0	1	2	3	4	5	6	7	8	Intermittent	Constant
Sit							6			_____	_____
Stand		1								_____	_____
Walk		1								_____	_____
Drive Motor Vehicle										Occasionally	_____

Explain:

On Occasion this position may be asked to mail or deliver documents.

2. **THIS POSITION REQUIRES:**

	Occasionally (less than 2 hrs daily)	Between 2 - 5 hrs daily	Over 5 hrs daily
Squatting	X	_____	_____
Bending	X	_____	_____
Kneeling	X	_____	_____
Reaching			
> Overhead	X	_____	_____
> Forward	X	_____	_____

> Low	_____	_____	_____
Twisting	_____	_____	_____
Crawling	_____	_____	_____
Climbing	_____	_____	_____
> Ladder	_____	_____	_____
> Stairs	_____	_____	_____
> Other	_____	_____	_____
Walking on rough ground	_____	_____	_____
Exposure to changes of temperature/humidity	_____	_____	_____
Exposure to dust/fumes/gases/chemicals	_____	_____	_____
Being near moving machinery	_____	_____	_____
Working from heights	_____	_____	_____

3. THIS POSITION REQUIRES EMPLOYEE TO:

	Indicate letter in appropriate Space:	LIFT=L	CARRY=C	PUSH=P	PULL-PL
	Less than 2 hrs daily	Up to 2 hrs daily	Between 2-5 hrs daily	Over 5 hrs daily	
11 - 24 lbs	_____	_____	_____	_____	_____
25 - 49 lbs	_____	_____	_____	_____	_____
50 - 74 lbs	_____	_____	_____	_____	_____
75 - 100 lbs	_____	_____	_____	_____	_____
* Over 100 lbs	_____	_____	_____	_____	_____

* If the position requires the employee to handle over 50 lbs - please explain

4. POSITION REQUIRES USE OF HANDS OR SPECIAL TOOLS/EQUIPMENT FOR:

		RIGHT	LEFT	BOTH
Keyboarding	_____	_____	_____	_____
Filing	_____	_____	_____	_____
Other Explain:	_____			

5. THIS POSITION REQUIRES ATTENDANCE AT THE WORKPLACE

Job Family Zone Questionnaire

In Each Section, please select one answer that best describes your job:

Knowledge Skills and Abilities:

_____ Requires the ability to understand and apply basic job skills, knowledge of several work routines and the ability to apply such routines with minimal interpretation. May possess knowledge of other, related work activities within own functional area. May require the operation of routine equipment/tools. [1]

_____ Requires the ability to understand, interpret, apply and communicate information within a specialization and the ability to apply limited analysis in the completion of general functional procedures. May possess knowledge of work activities outside functional area. May require the operation of moderately complex equipment/tools. [2]

 x Requires the ability to utilize advanced information within a specialization. Within specialization, possesses the ability to assess/ analyze situations and make adjustments to achieve desired objectives. Possesses knowledge of work activities outside functional area. May require the operation of complex equipment/tools. [3A]

_____ Requires the ability to apply, integrate and communicate extensive theoretical information within a recognized professional field. Facilitates and/ or establishes the achievement of functional area objectives. Requires knowledge of all related functional areas. May require the operation of highly complex equipment/tools. [3B]

_____ Integrates extensive theories and techniques within related or diverse disciplines to achieve results and/ or establish overall strategic directions. Requires wide-ranging administrative and/or specialized knowledge. May require the operation of highly complex equipment/tools. [4]

Problem Solving/Decision-making:

_____ Decisions/problem resolutions are repetitive and simple and typically guided by standard operating policies and procedures/practices exist. Tasks are clear and specific to a single discipline. [1]

Decisions/problem resolutions require gathering/reviewing information from several sources. Simple analysis of facts determines course of action to be taken within the limits of standard operating policies and procedures/practices. Tasks are varied and may cross several disciplines. [2A]

Decisions/problem resolutions require interpretation, discretion and judgment based on precedent or standard operating policies and procedures. Tasks are diversified and may require some creativity in dealing with unprecedented activities. [2B]

Decisions/problem resolutions require synthesis/analysis in the use of theories and accepted principles. Programs/projects are governed by broad objectives, policies and/or theories. Requires the use of creativity in dealing with unprecedented activities. [3]

Decisions/problem resolutions require analysis and evaluation of major issues and courses of action impacting the overall direction of the functional area(s). Applies broad concepts and experience in making important decisions. May develop recommendations influencing long-term policies related to major organizational plans. [4]

Interactions:

Regular contact involves receiving and/or referring inquiries as well as giving or obtaining routine information relating to work being done. Requires the use of common business courtesy. [1]

Regular contact that involves giving or obtaining information as well as occasionally exchanging advice and opinions. Requires the use of common business courtesy, tact, discretion and some persuasion to maintain cooperative associations. [2]

Regular contact that involves exchanging advice and opinions as well as occasionally conveying conceptual ideas of a critical and/or long-range nature. Requires the use of judgment, timing, and persuasion to gain cooperation in the face of differences of opinion or controversy. [3]

Regular contact with major Programs/Teams or individuals. Overriding job requirement involves conveying conceptual ideas regarding matters of critical and long-range nature. Significant requirement for diplomacy, timing, and persuasion to gain concurrence or cooperation on operational issues in the face of significant differences of opinion or controversy. [4]

Supervision Received:

Supervised by procedures or by supervisor through periodic monitoring of progress and performance. May have latitude to determine sequence of own work tasks to meet clearly established schedules. [1]

Supervision by procedures or by supervisor through periodic monitoring of progress and performance. Determines sequence of own work tasks to meet established objectives. [2A]

General direction by supervisor by checking on completed tasks. Establishes own work schedule to achieve program objectives. Makes recommendations to superior regarding efficient functioning of program. [2B]

Responsible for conducting specialized assignments or developing programs under only general direction and guidance. [3]

Extensive latitude to work independently in matters that have a broad effect on overall policies, programs and/or areas of specialization. [4]

Supervision Exercised:

May provide incidental guidance to others. [1]

Provides functional supervision that is usually limited to assigning/reviewing work or may serve as work team leader. [2A]

Serves as work team leader. Distributes, schedules, and monitors the progress or work tasks of the program or project. May be involved in the recommendation of personnel actions to manager. [2B]

Supervises the work of a project or program that may include hiring, discipline, transfers, promotions, or salary changes within a functional area. May integrate work of two or more programs or one major function/or project. [3]

Establishes performance standards for designated programs and/or areas of specialization. Directs staff to include hiring, discipline, transfers, promotions, and salary changes. [4]

Impact:

___ Actions and decisions in this job are limited to the scope of the job, which primarily affect the immediate work group, but occasionally may extend beyond the immediate work group. Errors reflect unfavorably on the individual and may have an adverse impact on the functional area. [1]

X Actions and decisions in this job have an impact which affects the immediate work group and also extends beyond the immediate functional area. Errors reflect unfavorably on the individual and the functional area.[2]

___ Actions and decisions in this job have discernible impact to the short-term performance of the Program/Team and exerts some impact to its long-term success. Errors reflect unfavorably on the individual, the functional area, overall business operations and potentially other functional areas. [3A]

___ Actions and decisions in this job have significant impact to the short-term performance of the Program/Team and exert an impact to its long-term success. The job exerts a considerable impact on decisions and final results typically affecting either an entire functional area or a major university activity; and may have unique accountability for financial and program or project objectives. Errors effect business operations, services and other individuals which may require special interventions to correct. [3B]

___ Actions and decisions in this job exert broad and continuing impact on the future of one or more functional areas. The job exerts a major impact on decisions and final results affecting a major university activity; and/or has accountability for financial and program/project objectives and overall successes. Errors significantly interrupt business operations, services and potentially both internal and external constituents. [4]

Summary:	Zone Assignment= Associate	
Authorization: Human Resources	Name:	Date:
Supervisor:		
Administrator:		