

Performance Management

Position: Office Services Assistant

<u>Major Duties</u>	<u>Performance Standards</u>
<ul style="list-style-type: none">Responsible for providing general information and directing customers to appropriate staff members.	<ul style="list-style-type: none">Consistently exhibits friendly, helpful, professional manner. Provides accurate information. Demonstrates a customer service orientation.
<ul style="list-style-type: none">Responsible for making all travel arrangements, including air, hotel accommodations, rental cars, conference registrations, etc., in a timely and efficient manner.	<ul style="list-style-type: none">Initial arrangements of airfare inquiries, hotel reservations, conference registration payments, etc., to be made within 2 days. Complete arrangements (if information has been provided) made within 3 days. Assures all travel arrangements have been accurately requested and confirmed.
<ul style="list-style-type: none">Responsible for reconciling all travel expenses. This daily process includes researching and attaching documentation of expense, transferring charges to sub-accounts and maintaining files for future needs.	<ul style="list-style-type: none">Reconcilement of travel to be made within 3 days of expenses appearing on account. Ensures charges have been accurately distributed into the various sub-accounts.
<ul style="list-style-type: none">Responsible for insuring that all items on check requests have been received and accurately charged. If items haven't been received, this position is responsible for having the vendor check held until further information is received.	<ul style="list-style-type: none">Consistently researches and approves the check requests received. Ensures information such as account number, object code, and amount are correct.