

CAS Secretarial Staff Guidelines (Updated May 13, 2009)

Recognizing that the volume in categories of work varies from department to department, the following guidelines list the duties that fall within the realm of a CAS Secretary. They are not meant to indicate that all of these duties must be done by every CAS secretary. We recognize that each department is unique and that the priorities for a secretary are best decided by the secretary and the department chair in consultation with other members of the department. With this in mind, the following boundaries are set forth:

DUTIES

Secretarial duties include the functions of office manager, receptionist, monitoring of budgets, procurement, and people-pay (Wolverine Access); managing student records (Banner & Access); and typist. Specific circumstances determined by the department may necessitate a reordering of secretarial priorities.

OFFICE MANAGER

Receptionist duties are a constant “priority.” It is the secretary’s responsibility to cover the reception desk, or arrange for its coverage during all working hours. **If due to an emergency, vacation or training workshop where your office is closed; it is the secretary’s responsibility to leave a written message stating when he/she will be back on duty and to forward calls.**

Duties include:

1. Taking and relaying messages
2. Scheduling advising appointments
3. Scheduling committee meetings
4. Scheduling room usage for departmental and university functions
5. Giving directions or explaining university policies and procedures
6. Supervising office work-study or temporary service students
7. Other projects as assigned by Department Chair

Note: Advising students is not the responsibility of the academic secretary. Refer students to faculty or academic advisors through phone or email.

Student Records

1. Maintaining working knowledge of Banner and Access (class rosters, waitlists, transcripts, etc.)
2. Preparing student course evaluation packets
3. Compiling and typing student course evaluations
4. Assisting in preparing the department course schedule
5. Keeping track of what courses have been taught and when
6. Maintain student advising files

Department Budgets

A departmental secretary **may** be responsible for keeping records and checking for accuracy in the following departmental administrative areas:

1. Monitoring Wolverine Access records including:
 - a. Reconciling all department accounts
 - b. Ordering supplies for operation of department
2. Travel: arrangements, expense reports and vouchers
3. PCard Administration & Reconciliation
Maintain your own PCard and administer and reconcile the Pcard statements of faculty from your department or designated area.
4. Timekeeping: Temporary and workstudy
5. PeoplePay

Typist

Most faculty do their own classroom typing. However, in some instances you may be asked to do some or all of the following typing:

1. Exams and quizzes
2. Coursework
3. University-related correspondence such as memos, meeting agendas, committee meeting minutes, evaluation forms, letters, etc.
4. Typing department reports.
5. Other projects as assigned by department chair

Note: Duties outside the departmental secretary's responsibility are proctoring exams for classes and calculating student grades for faculty classes. A departmental secretary should only sign add slips when they have received prior approval by the Professor teaching the course or by the Department Chair.

Training Coordinating Secretary will request topics of interest/concern from the secretarial staff, schedule guests/trainers as needed and coordinate meetings at least twice a semester.

Working Hours: The University expects all offices to be open during the same standard times. As a result variations from normal work hours must be cleared with the Department Chair, Coordinating Secretary and Associate Dean.

Breaks: In accordance with SPG 201.31 and 201.52 each full time employee is entitled to a lunch period in the middle of their shift. Lunch periods are usually one hour long and unpaid. In addition to lunch periods, you may take a rest period (break) of fifteen (15) minutes for each four hour period of work.

Overtime:

Overtime needs approval in advance from the Associate Dean. Although CAS discourages overtime, it recognizes that it is sometimes necessary to flex your work schedule (please refer to flex time guidelines in the next section).

Flex Time

Unless overtime has been pre-approved by the Associate Dean, **any time worked outside of your normally scheduled work hours** should be made up by **flexing** your work day. The following guidelines should be followed when flexing your schedule:

- ❖ Flex time must have prior approval by the Chair of the Department.
- ❖ The Chair of the Department and the Department Secretary should keep track of flex time (see attached spread sheet to be signed by the Chair and attached to bi-weekly time sheet).
- ❖ Flex time must be the result of extraordinary events and good judgment and consideration should be used when flexing the work schedule.
- ❖ Flexing of your time must be done within **the same work week** (a work week is Sunday to Saturday) in order to be compliant with FLSA guidelines. **(Refer to: www.dol.gov/esa/whd/flsa for the FLSA in its entirety. Additional information can be found under University Human Resources – Work connections).**
- ❖ It is not permissible to save up your flex time and use the time as vacation hours at a later time, just not recorded on the time report. You must record actual hours worked (or not worked) appropriately, otherwise you are falsifying your time report as it does not state your actual work week correctly.
- ❖ You must notify the CAS Coordinating Secretary of the change in your office hours and post the appropriate signs directing visitors to the Dean's Office for assistance.
- ❖ **Please remember that if you are not able to flex during your regular scheduled work week schedule, your Chair must contact the Associate Dean to seek pre-approval.** This is an FLSA mandate and if not followed, may cause the University of Michigan to lose Federal grants and other federal or state funding.
- ❖ If flex time is approved, you must always note your actual hours worked on your electronic time sheet.
- ❖ Part time employees: you will be paid at your hourly rate for the first 40 hours worked in a week. Any hours over 40 hours will be paid at 1.5 times your hourly rate.

Examples of Appropriate Reasons to Flex Your Schedule

- ❖ If you have work to do for the department during the normal 12:00 – 1:00 lunch hour. Flex your time by scheduling your lunch earlier or later that day.
- ❖ If you have to stay late or come in early. Flex this time by leaving early or coming in later the next work day.
- ❖ A mandatory meeting puts you behind your daily schedule and you have a project you must finish. Flex this time by leaving early or coming in later the next work day.

Workshops

We would like you to take advantage of workshops that are offered on this campus. Inform your chair and the Coordinating Secretary if you wish to attend a workshop and arrange office coverage.

If you are interested in a workshop on another campus you need permission of your chair and the Associate Dean since you probably will be out of the office for most of the day. Let the Coordinating Secretary know that you will be gone and she will arrange for office coverage. Mileage reimbursement should not be taken for granted. It can come from your department if your chair approves your request or it can come from CAS if the Associate Dean approves it. Permission must be given by the chair of the department if the department is going to grant reimbursement or by the Associate Dean if CAS is going to pay the reimbursement.

Professional Development /Tuition Reimbursement

To be eligible for tuition reimbursement, you must have your chair's approval to take the course, have completed six months of service prior to enrolling in a course, and have at least a 50% appointment throughout the entire academic term, receive a grade of C or better for undergraduate, and B or better for graduate courses. For undergraduate classes at the University of Michigan-Flint, up to eight credits per academic year, maximum four per semester, may be taken free. For non-UM-Flint classes, you can receive 75% tuition reimbursement for maximum of four credits per semester with a maximum of \$1,200 per fiscal year. Full-time staff *may* be granted up to three hours per week of paid release time to attend class with your supervisor's approval provided all job requirements will be met. Part-time staff may be granted a revised work schedule. Consult with your chair about office coverage and peak times when classes should be avoided if possible. Let the Coordinating Secretary know at the beginning of each semester what classes you are registered for.

Committee Work

If you have been asked to serve on a committee outside of your department and wish to do so, contact your department chair; if he/she has no objections, inform the Coordinating Secretary about the committee assignment. It is up to you to have office coverage

while you are away at the meetings and you must keep up with your normal work without turning in overtime.

Illnesses

When you are ill, contact the Coordinating Secretary

(810.424.5463) and your department chair or request that the Coordinating Secretary contact your chair. If you cannot get in touch with the Coordinating Secretary call the CAS Dean's Office (810.762.3234). The Coordinating Secretary will make arrangements to have the telephone calls forwarded and put a sign on the door. If you are not at home, please leave a phone number where you can be reached.

Vacations

When taking time off for vacation contact the Coordinating Secretary and your chair to clear the dates. Vacations generally should not be taken during peak activity periods such as early registration, first day of class, etc. **The Coordinating Secretary is available to assist in arranging sufficient office coverage while you are gone.** The CAS Dean's Office will reimburse your account up to 20 hours per week (when you are gone three or more consecutive days) at minimum wage rate while you are on vacation. Your department may wish to augment that rate. You may want to arrange for another secretary to cover the phones during the remaining 20 hours per week. CAS employs a "floating" secretary that works 20 hours per week from approximately May 15-August 15. Contact the Coordinating Secretary to schedule her to work in your office.

Telephone Coverage

If you need to be away from your desk for a period of time and no one else is there to answer the telephones, confirm your phone is covered by voice mail or transferred to another department. It is frustrating for any caller to have a call unanswered. It is simple to change your voice mail message so be sure your message is always updated.

Grievance procedure

Refer to Standard Practice Guide, SPG 201.8
<http://spg.umich.edu/pdf/201.08.pdf>

