

Job Classification System

EXAMPLE TASKS ADMINISTRATION SCALES 2 TO 5

Disclaimer: This job family assumes that the preceding level has been fully mastered before tasks at the next level are carried out.

Employee A, scale 2	Employee B, scale 3	Employee C, scale 4	Employee D, scale 5
Results to be achieved: Administrative support			
- Enters unambiguous expense claims and copy-types data; - Prints simple reports; - Looks up papers/ documents; - Scans and copies documents; - Processes data correctly and accurately in databases (copy-typing).	- Collects data and checks it for correctness and completeness (such as expense claim and invoice checks); - Files archive and meeting papers; - Types or edits draft texts on the basis of clear directions; - Handles the post, its registration and distribution; - Enters standard data into automated data systems (student records, personnel records, financial records, timetables, etc.); - Arranges the sending of standard mailings, correspondence and information materials.	- Carries out regular and standard administrative support and tasks for primary or supporting organisational units: - Collects, checks, records and processes (or amends) data (expense claims, invoices, etc.); - Supplies data for (management) reports; - Sorts and processes pre-processed information or numerical material in administrative systems; - Keeps diaries and records appointments.	- Sets up and maintains working files, including files containing confidential information; - Handles/prepares (standard) correspondence; - Keeps diaries, makes appointments and records them; - Handles the reporting and monitors the progress of action points; - Takes minutes of discussions and meetings and produces reports; - Collects/processes/ draws up periodic standard reports, for example for management information; - Checks whether contracts are compliant; - Handles mailings and correspondence of a general nature.
Results to be achieved: (Reception) tasks involving client contact			
	- Reception and front desk tasks, such as receiving visitors, dealing with their enquiries and referring them on; - Takes simple message notes for absent employees; - Provides simple information (to parents); - Logs sickness notifications; - Notes complaints and passes them on.	- Handles standard requests; - Provides information about procedures, forms and administrative information, or passes questions on to the relevant (specialist) employee.	- Handles requests and discussions on the basis of an assessment of importance and urgency, and monitors progress and completion; - Explains internal arrangements and procedures and provides information on various subjects.

Job Classification System

Employee A, scale 2	Employee B, scale 3	Employee C, scale 4	Employee D, scale 5
Results to be achieved: Library/media centre tasks/exams office			
		• Codes and records documents and electronic information carriers using various methods; • Lends out or takes in materials, including the associated registration; • Keeps track of reservations; • Grants access to the internet (login names and passwords); • Manages stocks, audiovisual equipment and documentation material; • Explains the use of the ICT equipment and systems available, gives directions and helps students to search for, select and obtain information; • Supervises the students working in the library/ media centre.	• Collects, sorts, processes and amends (student and/or library/ media centre and/or exams office) data. in automated systems after a check for correctness and completeness; • Collects information in order to compile files; • Assigns codes and characteristics and records these; • Writes short descriptions of the subject of documents and records these using various methods; • Manages regulations, manuals and documentation collections for the various specialist areas; • Prints out diplomas and lists of grades, arranges the registration of adapted exam arrangements with DUO, applies for exemptions, draws up or updates the exam file, and provides support in setting up various (digital) exams.