

Discussion on the Quality and Working Efficiency of University Administrative Secretaries in the New Period

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Abstract: The administrative secretary of the department of colleges and universities is an important force in the administrative management of the department. It plays a role of connecting up and down, communicating, and connecting with internal and external. The administrative secretary is responsible for a variety of roles. His tasks are numerous and he has a lot of clues. Improving the efficiency of the administrative secretary is essential to improve the management level of the university and better serve the teaching and research work. The administrative secretary should change his concept, clarify his responsibilities, strengthen study, comprehensively improve his comprehensive ability, and effectively improve work efficiency. This paper proposes that we can change our mindset, clarify our job responsibilities, strengthen our study, and constantly improve our self-cultivation; pay attention to working methods, pay attention to overall planning; communicate and coordinate, establish good interpersonal relationships; highlight humanistic care, create a good working environment, etc. Continuously improve the efficiency of the administrative secretary.

1. Introduction

With the continuous deepening of higher education reform, the focus of university work has gradually shifted. As the grassroots unit of university management, the faculty will have more administrative autonomy and play more administrative functions. As the grassroots worker of the administrative department of the department, the administrative secretary of the department of the university is an important force in the administrative management of the department, which plays a key role in ensuring the smooth development of the daily work of the department.[1]The administrative secretary of the department is the staff and assistant of the department leaders. It is the bridge and link between the departments and the various functional departments of the school. It is also the lubricant for the communication between the department leaders and the ordinary teachers. It is the link between the department and the general teacher. effect. The work of the administrative secretary is characterized by a large amount of work, many daily affairs, complicated and trivial, how to effectively improve the efficiency of the administrative secretaries of the department, and make it play a greater role in the administrative work of colleges and universities. The practical significance of the administrative department of the department of the university department includes the paperwork of drafting the work summary of the middle and the end of the year, assisting the scientific research department of the college to do the research work of the declared project, and doing the attendance, reward and punishment, appointment, and title of the faculty and staff of the department.[1] Evaluate the personnel work, collect information and publicity work of various information such as faculty and staff, be responsible for the daily work of the department's official seal and the fixed assets management of office supplies. The administrative secretary plays an important role in the normal operation of the department and the entire university. Administrative work has its own unique work nature: First, it is a school-assisted work, mainly assisting the administrative leadership to complete various instructions. Second, it is a service-oriented work, serving the department leaders and even the majority of teachers and students. Third, administrative work involves multiple aspects, including drafting documents, receiving official duties, talent introduction, file management, attendance, and collecting information. Fourth, it requires timely work, not only for daily work, but also for handling In an

emergency, there can be no slack. The administrative secretarial work has the above characteristics, which requires the administrative staff to have high professional quality and improve their work efficiency, but it faces many problems while improving efficiency.[2]

2. Clarify the duties of the administrative secretary

Some people still believe that the work of the administrative secretary is simply a repetitive mechanical activity such as “running errands, answering calls, and playing miscellaneous”. Only those who are not qualified for teaching work are engaged in administrative secretarial work. To improve the efficiency of the administrative secretary, we must first change our mindset. The definition of “secretary” by the International Federation of Secretaries is: “The secretary should be a special assistant of the boss. They have the skills to work in the office and can show their sense of responsibility without the boss's questioning. Take the initiative and judgment, and make decisions within the scope of the rights granted.” The International Federation of Secretaries also explained the great importance of this position when it accurately explained the work of the “secretary”. It is necessary to realize that although the work of the administrative secretary is hard, it is also glorious. It is necessary to establish a sense of work pride and self-confidence, to do a line, love a line, and drill a line. It is clear that the duties of the administrative secretary are the prerequisite for improving work efficiency. The duties of the administrative secretary are summarized and include the following aspects:

2.1 Paperwork

This is the most basic job of the Administrative Secretary. It includes the drafting, printing, checking, submission and archiving of various official documents.

2.2 Personnel work

Responsible for the attendance, assessment, reward and punishment, and job title evaluation of all teachers.

2.3 Meeting work

This includes preparations before the meeting, scheduling during the meeting, and finishing work after the meeting. And timely notify the participants to attend the meeting on time.

2.4 File work

Responsible for the collection, organization, storage and archiving of various files of the department.

2.5 Daily affairs work

Including assisting the department leaders in implementing the various tasks assigned by the school's relevant functional departments, as well as doing the daily security maintenance of the office, the duty management of the holidays, etc., and completing the tasks assigned by the leadership.

2.6 External contact and coordination work

It includes communication and coordination with various functional departments of the school, contact with the cooperation unit and contact with the parents of the students.

3. Problems with the Executive Secretary

3.1 The administrative level of the Secretary is not very high

Since the post of the administrative secretary is an auxiliary position in the university, it is difficult to get a high sense of identity from the school. Employees lack recognition, lack self-confidence, can harden their enthusiasm for work, and are difficult to mobilize self-motivation.

It is difficult to get the attention of leaders and teachers. It is considered that people with a little culture can be qualified for secretarial work, and do not need to have a high level of education, or even requests a secretarial certificate, which has limited the room for the secretary to grow up. [5] The secretarial team cannot get the optimal allocation of the school, the position is random, the level of personnel is uneven, there is no active thinking and analysis of work goals and work responsibilities, lack of sense of responsibility, failure to complete the established work on time, and general work efficiency. Some problems will affect the sharing of school information and policies, which is not conducive to the development of colleges and universities.

3.2 The administrative secretary's work and service awareness is not in place

The administrative secretary must handle daily affairs, including attendance, file management, asset management, etc., as well as emergency matters, including notices issued by superiors. There are time nodes that must be completed efficiently. [4] This requires the secretary to have very strong sense of responsibility, but in actual work, many secretaries have a weak sense of work, lack a deep understanding of administrative ethics, take care of all kinds of responsibilities, lack the "people-oriented" and the idea of serving the people. The work is heavy, almost every day is dealing with trivial things, and the future is awkward, and the work will be treated negatively. If the job is carried out with this negative attitude, the inefficient work of the secretary is an inevitable result.

3.3 There is no correct role targeting

Psychological research shows that whether a person has an accurate grasp of his or her role and whether he has a correct psychological cognition will influence or determine the behavior of this person. [6] The administrative staff of colleges and universities is the role of maintaining the benign operation of the university and coordinating various relationships. The means and means of maintaining the role maintenance are the service methods that reflect the pre-determined goals of the administrative staff and reflect their existence value, and fundamentally recognize that the administrative work is the leader. The assistants and staff of the layer work, the professional role of the administrative work is service and auxiliary, and requires the on-the-job personnel to improve the initiative of the work, not only to deal with cumbersome daily affairs, but also to deal with emergencies in time, which requires strong dedication and service role awareness, if there is no correct role positioning, there will be role bias, resulting in deviation of service behavior. In the face of heavy work, it is easy to appear impatient, complaining, not taking into account the overall situation and other emotions, affecting the efficiency of work.[7]

4. Countermeasures for the administrative secretary of the department of the university to improve work efficiency

4.1 The school must make efforts and the leaders should pay enough attention

It cannot be considered that the work of the administrative secretary is only an auxiliary post, excluding the wrong ideas that have no effect on the development of the school and the department. Many colleges and universities, including key institutions, generally focus on academic research and teaching, and do not pay attention to the construction of management teams. They believe that the administrative department is serving them, which leads to a sense of identity among the administrative staff and a sense of belonging to the school. In the long run, the administrative secretary works. Can not get enough recognition, think that you can be replaced at will, arbitrarily recruit and staff, the overall business quality is not high. In order to improve the efficiency of the administrative secretaries of colleges and universities, school leaders must treat the work of the administrative secretaries in the same way as the academic research of teachers.[7] The balanced development of the two is conducive to the development of departments and schools, and fundamentally mobilize their work enthusiasm.

4.2 Changing the employment system of administrative staff and providing appropriate promotion space

There is a lot of difference between the administrative staff and the teachers and researchers in colleges and universities. It is a group that is not concerned about in colleges and universities. It is difficult to evaluate the titles of the titles. The various systems of the school constrain its development, and some administrative staff have high working ability. However, the lack of opportunities to transfer jobs, do decades of retirement in management positions, and even retire, talents do not play their due ability, is also a waste of resources for the school, combating the enthusiasm of the executives, limiting their professional level. The school can adopt the assessment and performance system. For example, in Table 1, the grades of excellent, competent, basic and incompetent are divided. For employees with good evaluation results, in addition to material rewards, they can also be used as job title and quantitative indicators for promotion; Employees with poor performance deducted bonuses and even transferred from work positions, and improved their efficiency and execution according to the results.

Table 1.The employment system of administrative staff

Qualifications	Standards of conduct	Work experience	Performance requirements
Junior Secretary	Basic Level 1	Secretary experience more than 3 months	Level c or above
Intermediate Secretary	Basic Level 2	Secretary experience more than 12 months	Level B or above
Senior Secretary	Basic Level 3	Secretary experience 18 months or more	Grade A or above

4.3 Pay attention to working methods and pay attention to overall arrangement

In the face of a thousand administrative tasks, the administrative secretary must understand the importance of scoring lightness and urgency. The administrative secretary pays attention to accumulation in daily work, masters the rules of higher education, familiar with work processes and corresponding management skills; flexibly organizes and uses various leadership resources, scientifically allocates resources such as manpower, material resources and information; actively formulates work goals and plans, and co-ordinates arrange. [8]For example, according to the urgency of the matter, various things can be divided into expedited, urgent, and routine work. Take priority in handling expedited incidents, focusing on more urgent incidents and properly handling routine work. If you need to go to the administrative building to do things, you can bring things to the relevant functional departments of the administrative building, which saves time, improves efficiency, and prevents the things that are done from being missed. At the same time, we must pay attention to the spirit of unity and cooperation. The time and energy of a person is always limited. On the one hand, we must strengthen collaboration with political counselors and build a strong team of student cadres. The issuance of various notification documents, the collection of student information, etc. can be done by letting them do it, and they can let go of their own hands to do more important things. On the other hand, it is necessary to strengthen the collaboration with the teaching secretary of the department. The teaching secretary of the department is mainly under the leadership of the deputy director of the department in charge of teaching, and works on all matters related to teaching. Although the administrative secretary and the teaching secretary have different job responsibilities, the division of labor does not separate the family. Moreover, all the work of the university is closely related to the central part of teaching. Improving the quality of education and teaching is the foundation for the survival of colleges and universities. Doing a good job in administrative management is also a better teaching service. Therefore, the administrative secretary should take the initiative to understand and assist the relevant work of the teaching secretary, such as new professional application, teaching quality inspection, and course construction acceptance. Although these are not their own jobs, they are related to the honor and overall situation of the

college and should be actively coordinated.

5. Conclusion

The administrative secretary is an important member of the school's upload and maintenance, and maintains the normal operation of the administrative departments of the university. Colleges and universities should attach importance to the construction of the administrative secretarial team, improve the treatment of the administrative secretary, and provide more training and training for the secretary to improve their personal business capabilities. The secretary himself constantly trains his professional qualities in his work, maintains a good attitude, makes correct role positioning, and completes various administrative tasks with high quality and efficiency.

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