

On the Role Orientation and Ability Cultivation of Administrative Secretary in Department Office of University

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Abstract: administrative secretary is an indispensable and important role in modern social politics and management. The office of college teaching department is the window of college work. As the main member of the office, the administrative secretary plays an increasingly important role. Only based on the work orientation, combined with the work content and strengthening the cultural quality, can we improve the professional ability, give full play to the function, improve the work efficiency, promote the smooth development of the department work, and contribute to the construction of a harmonious campus.

1. Introduction

The teaching department office is the window of the college's work, and the administrative secretarial job is a post responsible for handling the office's comprehensive affairs [1]. It is not only the staff and assistants of the administrative management of the faculty, but also the bridge and ties between teachers and students. It shoulders the responsibilities of communicating up and down, coordinating left and right, and connecting internal and external. The administrative secretary of the university department is one of the important leaders in the work carried out by his department [2]. Not only the communicator who is responsible for the daily work of the director of the liaison department, full-time teachers, and administrative assistants, but also the coordinator between the department, the department and the various departments of the college. As an important member of the office, the administrative secretary should handle the daily administrative affairs with the purpose of serving the majority of teachers and students, work down-to-earth, fully mobilize his enthusiasm, cultivate personal comprehensive ability, and improve efficiency [3]. The administrative secretary plays an indispensable role in ensuring the normal operation of the college's daily work, coordinating and cooperating within and between departments, and exerting the overall strength of the college. With the development of the times and the progress of society, universities have higher and higher requirements for office secretaries [4]. On the basis of fully understanding his role orientation, the administrative secretary must continuously improve his self-cultivation to meet the relevant quality requirements in order to serve teaching and scientific research, teachers and students and realize his post value. The work of the administrative secretary is roughly as shown in figure 1.

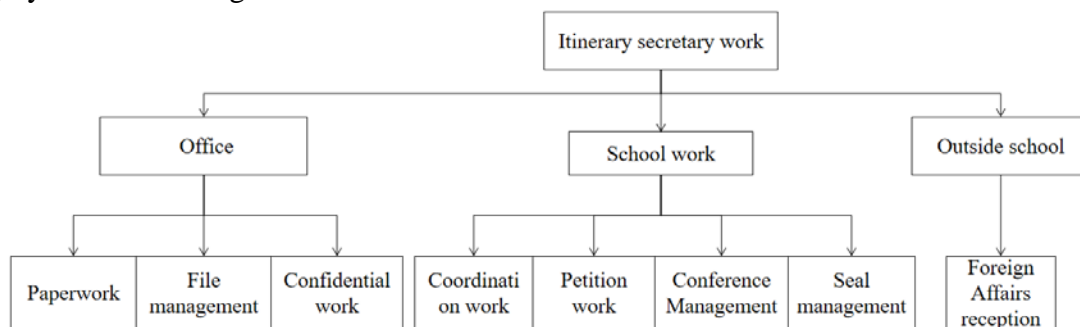


Fig.1 Work Structure of Administrative Secretary

2. The Role Orientation of Administrative Secretary in Department Office of University

The Department of a university is generally composed of the head and deputy head of the Department, the head of the Department office, the Department Teaching Secretary, the department administrative secretary, full-time teachers, teaching assistants, students, etc. It seems that the department administrative secretary is an integral part of the department member structure, and together with the Department Teaching Secretary, it forms the leader and main executor of the daily teaching and administrative affairs of the Department. Department administrative secretary belongs to the category of secretary. It is the staff and assistant of department leaders. It mainly assists department leaders in handling daily administrative affairs, serves full-time teachers and students together with department teaching secretary, and ensures the normal development of teaching and daily work. The administrative secretary of the Department also has the role of coordinating the connection and communication between the Department and the Department of the college, which is a bridge to contact the personnel, finance and other matters between the Department and the college, and also bears the responsibility of promoting the internal unity and cooperation of the Department [5]. This shows that the administrative secretary of the department has the functions of connecting up and down, coordinating left and right, and communicating inside and outside. Its work not only has the auxiliary function to the leadership work, but also has the direct characteristic of serving teachers and students directly. There are not only the comprehensive characteristics of the intersection of various work contents, but also the specific specialized work within the division of labor. There are both planned and periodic routine work and unexpected affairs to be solved temporarily [6].

2.1 Staff Leader

The office secretary can collect, analyze, compare, judge, and organize the information inside and outside the school, and provide useful information, rationalization suggestions, and alternatives to the school leaders, so that the problem is targeted, the analysis is comprehensive, and the views are correct. And the feasibility of the measures and the appropriateness of the introduction. The administrative secretary must be good at comprehending the leadership's work intentions, actively adapting to the leadership's work thinking, rationalizing the working relationship, distinguishing "light, heavy, slow, and urgent" and doing the work in an orderly manner [7]. At the same time, it is necessary to transform passive services into active services, actively grasp relevant information of schools and departments, analyze, compare and sort them out, and report to department leaders in a timely and accurate manner, to provide basis for department leaders' decisions, and to be good leaders' staff and assistants. Administrative secretary is a branch of secretary profession. Therefore, service is the main theme of administrative secretary work. As an administrative secretary, first of all, it is necessary to clarify the service position of the post, cultivate the consciousness of serving leaders, teachers and students, so as to serve all of you with heart, finally embody the special charm of this profession, and make people feel that this work is great and holy. And be respected.

2.2 Teacher and Student Staff

The office secretary should fully understand the importance of the office work, consciously take "serving teachers and students and devoting himself to education" as his own duty, always want to be in front, do in front and serve in front, constantly improve the overall quality of individuals, and effectively provide services for the majority of teaching staff. The office and its secretary work take the satisfaction of teachers and students as the standard to test and measure the work. They think about problems and do things from teachers and students. They focus on solving the most intense and urgent problems reflected by teachers and students. They serve teachers and students wholeheartedly. Establish and improve the professional files of teachers, and provide help in the promotion of professional titles, annual assessment, teacher training, subject declaration, financial reimbursement, job changes and other aspects closely related to teachers [8]. When teachers come to the department office to ask questions, they should actively provide convenience for teachers' work, be sincere in attitude, and promptly report to relevant departments what they cannot solve.

We should be good at communicating with teachers and do a good job in providing them with logistic services. Although most administrative secretaries are not responsible for teaching, they are also responsible for educating people. The administrative secretary should firmly establish the idea of serving the students and patiently answer their concerns. For example, there must be evidence-based and rules-based rules on degree awarding, merit evaluation, punishment, credits and other issues, and no ambiguity and perfunctory measures must be taken. For students who have difficulties in learning and living, actively organize teacher-student pairing assistance, give them understanding and care, and help them sincerely, so that students gradually mature in ideology and academic progress. Industriously influence and educate students with a dedicated and loving work attitude. We conducted individual interviews with six administrative secretaries, and the basic survey situation is shown in Table 1.

Table 1 Basic Situation Survey Form

Administrative secretary	Gender	Age	Working years
1	Male	29	3
2	Female	27	2
3	Female	25	1
4	Female	34	7
5	Male	36	6
6	Female	31	5

3. Quality Requirements of Administrative Secretaries in Universities

3.1 Ideological and Political Quality

First, the administrative work needs a clear political direction. While working in accordance with the school's various rules and regulations, it must also implement the party's line, guidelines and policies. The ideological and political stance of the administrative secretary of colleges and universities must be firm, understand the relevant state policies, be familiar with the school's working principles and policies, and earnestly study and understand the spirit of speeches of relevant leaders. Second, the school administrative secretary should have a noble level of thought and spiritual outlook, career and responsibility is essential. The office secretary should be good at understanding and dealing with problems politically, keep a clear mind and firm position, resist all kinds of risks, control complex situations, withstand major tests, and never waver in political belief [9].

3.2 Cultural and Psychological Literacy

To be a qualified university administrative secretary, scientific culture and professional knowledge are the necessary conditions. Only when you have the truth and the knowledge can you adapt to changing work and social needs. The administrative secretary is an office staff of colleges and universities. While mastering office-related management knowledge, they must also possess certain knowledge related to office work. They must also pay attention to the accumulation of management knowledge, especially for college-related tasks. The accumulation of management and psychological knowledge in teaching, scientific research and administration. The administrative secretary of colleges and universities can only cope with complicated interpersonal relationships and various complicated tasks easily if they have good psychological qualities.

3.3 Professional Skill Quality

First, we should have the ability to deal with problems. Be good at communication and contact, give full play to and coordinate the advantages of all parties, and practically solve all kinds of difficulties and obstacles encountered in the work. Second, they should have the ability of written expression. Official documents, documents, minutes, briefs and so on require secretaries not only to improve their writing ability, but also to master the fixed format, standard language and specific meaning of official documents. Third, organizational management ability. The administrative

secretary should be able to complete one aspect of his work independently. Secretarial staff should shoulder their responsibilities, be able to properly handle the work and tasks within the scope of their responsibilities, and be able to calmly respond to emergencies and find solutions in time. Administrative secretaries should cultivate innovative thinking, constantly discover new problems in practical work, and provide solutions with innovative thinking.

4. The Way to Cultivate the Quality of Office Secretaries in Colleges and Universities

As the administrative secretary of the department works mostly on a transactional basis, it is easy to give the impression that this kind of job is to do chores and is not professional enough. If there is no good professional awareness of the post and does not pay attention to the cultivation of professional ability, it is easy to fall into affairs and gradually form job burnout. The cultivation of good professional consciousness by the administrative secretaries of the departments of colleges and universities is necessary preparation for improving their professional ability. In addition, they should also cultivate diversified professional ability and perfect professional ability. Specifically, the administrative secretary of the department should cultivate the following professional abilities:

4.1 Timely Transposition Understanding

The secretary of the office should often change his position, read more, listen more, think more, learn more, and strive to be calm and capable, and serve with high quality and efficiency. In interpersonal communication, office secretaries should respect and accept each person's personality differences and social role differences, look at the problem in an all-round way instead of one-sided. When there are role differences or ideological level differences, they should often think in other people's positions, not look at things and think about problems, and try to find the best way to communicate with each other. We should not only listen to positive opinions, but also listen to negative opinions. Secondly, we should treat others correctly, be open-minded, be kind to others, and use people's strengths to supplement our own weaknesses. In the work, one should be calm, tolerant and magnanimous, be good at controlling one's feelings, and work with others kindly and amicably. Love the collective, care about the masses, always do not forget their responsibilities everywhere. When dealing with leaders, colleagues, and off-campus personnel, it is important to have a good sense of attitude and handle relationships. The administrative secretary should have a good psychological quality, treat everything in a relaxed and peaceful manner, always work with sufficient energy, maintain a stable state of mind, and be able to deal with problems calmly, calmly, agilely, and decisively. We must consciously abide by the office system, act consciously according to chapters, analyze and solve problems objectively and fairly, properly handle various contradictions at work, and adopt a more harmonious attitude, a more peaceful attitude, and a more calm mood. Serve the department.

4.2 Appropriate Language Expression Ability

The administrative secretary has a wide range of contacts in his work. In the process of dealing with the work and exchanging experience, he should learn to observe the language, understand the art of language, speak skills, avoid the misunderstanding of words, and improve the communication effect. The ability of language expression is also a very important basic skill for office staff. Whether it is communication or coordination work, strong language expression ability is indispensable. This requires the administrative secretary of the university to be good at accumulating, diligent in learning and practicing, and constantly enrich his writing knowledge. We should learn to report work to leaders in a concise and concise way, convey various notices to teachers, and strive to cultivate and improve the ability of expression, so as to improve work efficiency.

4.3 Organizational Coordination and Office Learning Ability

The administrative secretary must not only serve the head of the department, but also work with colleagues in the department. When dealing with special or unexpected situations, he must put

himself in a reasonable position and put forward work suggestions for the reference of the department leader. Colleagues from the department communicate and collaborate to complete various tasks together. Secretary coordination is a supplement and extension of leadership. It is a process that assists leaders in resolving contradictions, streamlining relationships, improving work efficiency, and maintaining optimization. The administrative secretary's work involves a wide range of people, including many leaders, from leaders at all levels to college teachers and students, from various functional departments to cooperative enterprises outside the school. This requires them to have strong communication and coordination capabilities. Timely and accurate communication of information, elimination of contradictions, harmonious relationship, mobilization of all positive factors, and strive to create a relaxed, harmonious and orderly working environment for the teaching and scientific research of the college and the Department. The ability and technology to operate modern office equipment is a necessary condition to improve work quality and efficiency. The operation ability of the administrative secretary mainly refers to the use of office equipment, including computers, copiers, printers, fax machines, scanners, projectors, digital cameras, etc. The use of these equipment can effectively ensure the quality and accuracy of work, but also improve work efficiency. Learn the rules and regulations of the school, the theory and business knowledge related to Secretary Practice and office management, the knowledge related to file management, financial workflow, etc. Learn from leaders how to deploy work and coordinate relationships; learn from colleagues about business knowledge and problem-solving skills, accumulate work experience in practice, and form a knowledge structure and professional ability structure suitable for work.

5. Conclusion

With the continuous development of China's higher education reform, the management of colleges and universities is becoming more and more mature. As a developing team, the administrative secretary still needs to be further improved and perfected. On the one hand, administrative secretaries should always focus on the overall interests of colleges and departments, always implement the concept of service, and do their job conscientiously and conscientiously. On the other hand, we should also strengthen our study, improve our professional ability and enhance our personal quality. The administrative secretary is not only the staff officer of the leader, but also the assistant of the leader, and is also the bridge and link between the leader and the teaching staff. Reasonable role orientation is the key to do a good job of administrative secretary. Excellent professional quality is the guarantee to do a good job of administrative secretary. The promotion of the professional ability of the administrative secretaries of the departments of colleges and universities is the guarantee to do a good job, meets the needs of the development of colleges and universities, and is also of great help to their own growth and development. Only when the administrative secretary of the department of a university is based on his own work orientation, combined with diversified work contents, cultivates professional consciousness and improves professional ability can he improve work efficiency, promote the smooth development of the department's work and contribute to the overall development of the school. Only in this way can we have more room for development and provide better services for the development of colleges in the new era.

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