

**CROWDER COLLEGE
POSITION DESCRIPTION**

Status: FT, 12 Mo.	Title	ADMINISTRATIVE ASSISTANT – VICE PRESIDENT OF STUDENT AFFAIRS
Revised: 11/6/2015	Department	STUDENT AFFAIRS
Level: Staff, Range 5	IPEDS	CLERICAL & SECRETARIAL
FLSA: Nonexempt	Reports to	VICE PRESIDENT OF STUDENT AFFAIRS

POSITION SUMMARY

Provides all clerical and administrative support for the Vice President of Student Affairs and the Student Affairs division. Ensures smooth and efficient office administration and serves as a point of contact for the VPSA. Assists in the processing of student applications, student complaints, conduct issues, hardship requests, and supports the functions of the Vice President of Student Affairs in policy and regulation-driven matters. Works with highly sensitive and confidential information in a professional manner.

MAJOR FUNCTIONS

1. Coordinates the day to day operations of the VPSA office, provides clerical support, assists in routine correspondence, manages the office calendar, schedules appointments, orders supplies, makes travel arrangements, maintains files, and takes meeting minutes.
2. Maintains positive working relationships with campus departments, students, and external stakeholders and quickly assesses a variety of complaints and unpredictable situations.
3. Documents and works closely with highly sensitive, policy-based, regulation-driven, and confidential information.
4. Receives incoming calls and mail, greets visitors, and fields Student Affairs complaints.
5. Understands, interprets, analyzes, and articulates a variety of divisional and college policies and regulations.
6. Identifies effective methods to improve work flow for the office and division.
7. Schedules both staff and student appointments for the VPSA.
8. Composes correspondence for the VPSA's signature from both written and oral instructions.
9. Maintains a high level of professionalism and confidentiality.
10. Inputs data for a wide variety of documents and proofreads work for accuracy.
11. Supports the new student application process including entering data into the student information system, processing high school transcripts, ACT scores, and A+ high school seal.
12. Assists with enrollment/orientation clinics, graduation, and other campus events.
13. Monitors and reviews Student Affairs budgets and pay requests and ensures timely processing.
14. Assists in student mailings from the SA Division and the VPSA including new student welcome letters, prospective student packets, and assists with recruiting mail-outs.
15. Exhibits advanced skills in software programs and other technology.
16. Performs other related duties as assigned by the VPSA.

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

1. Associate's or equivalent preferred.
2. Three (3) years related work experience.
3. Ability to act independently and yet function as a member of a team.
4. Ability to handle confidential material judiciously.
5. Ability to maintain high level of customer service.
6. Highly motivated to serve each student and maintain a student-centered approach.
7. Ability to follow and explain various degree and certificate programs.
8. Well developed spelling, grammar, communication and proofreading skills.
9. Accurate data entry skills.
10. Ability to perform multiple tasks and remain calm during frequent interruptions.
11. Ability to establish and maintain professional conduct and develop positive working relationships with other employees, students, and public.
12. Willingness to be flexible in hours worked and to coordinate work with others as needed.
13. Information Technology Abilities required:
 - Ability to operate a personal computer using the Windows environment.
 - Ability to understand operating a personal computer within the Crowder College Network environment.
 - Ability to use E-mail.
 - Ability to perform advanced student information system functions (Jenzabar).
 - Ability to perform advanced word processing functions using MS Word.
 - Ability to perform advanced spreadsheet functions using MS Excel.
 - Ability to perform advanced spreadsheet functions using MS Access.
 - Ability to scan and email documents.

EQUIPMENT/SOFTWARE

1. Operate standard office equipment such as computers, desktop calculators, copiers, and telephones.
2. Expertise with word processing, spreadsheet and database software.
3. See above Information Technology Abilities.

POSITIONS SUPERVISED

Work-Study and/or Student Ambassadors as needed.

WORKING CONDITIONS

1. Indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Normal college working hours, 40 hours per week, but adjustment of hours involving evening and/or weekend work may be required from time to time.
3. A neat appearance and appropriate business-like apparel are required.

PHYSICAL DEMANDS

1. Generally sedentary work involving sitting most of the time but will involve mobility within the office, and various campus sites.
2. Input and access information-using computers.
3. Ability to concentrate on assigned tasks and pay close attention to detail.
4. May sit at a workstation for up to three (3) hours at a time.
5. Must be able to carry supplies weighing up to 40 pounds and walk long distances.

CREATIVE AND ANALYTICAL SKILLS

1. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
2. Ability to devise or modify methods or processes to solve specific problems.
3. Ability to determine when the problem is beyond the scope of the position and hand it off to the appropriate individual.

LANGUAGE/COMMUNICATIONS SKILLS

1. Effective telephone communication skills, including ability to obtain and provide information verbally.
2. Ability to communicate effectively with a variety of people, including students and the general public.
3. Ability to understand oral or written instructions, and to ask appropriate questions for clarification.
4. Ability to read English in order to proofread and perform grammatical and spelling edits.