

**CROWDER COLLEGE
POSITION DESCRIPTION**

Status: Full-Time, 12 months	Title	DUAL CREDIT/TEACHER EDUCATION ADMINISTRATIVE ASSISTANT
Revised: 4/17/2017	Department	Dual Credit/ Education Department
Level: Staff, Range 4	IPEDS	CLERICAL & SECRETARIAL
FLSA: Nonexempt	Reports to	Director of Concurrent Enrollment and Regional Centers/ Education Department Division Chair

POSITION SUMMARY

Provide clerical support functions as needed for the above departments including Dual Credit, Teacher Education, and Assessment Departments. Data entry and reports; assisting with field placements; tracking of data requests; filing and organization of records; Dual Credit enrollment spreadsheet maintenance and paperwork tracking; accreditation process components; tracking and maintaining files on adjunct instructors; and other related duties as assigned and coordinated between the Departments.

MAJOR FUNCTIONS

1. Answer telephone and greet visitors in a courteous and professional manner, responding to questions, ascertaining nature of requests and directing callers/visitors to appropriate personnel, and taking accurate messages as necessary.
2. Key in data in a variety of programs/documents including data entry into the college information system, including new student applications, ACT scores, placement scores, MoGEA scores, and student schedules.
3. Assist in keeping the data in the database accurate and correcting data errors.
4. Assist in showing students how to fill out electronic applications, register and drop classes, and other assistance as requested.
5. Assist in maintaining Dual Credit records, following up with high schools, students, and instructors in conjunction with the Dual Credit staff.
6. Maintain Dual Credit and Education Division adjunct faculty credentials to insure compliance and completeness.
7. Communicate effectively with the appropriate staff at the high schools to ensure the success in all aspects of the Dual Credit and Education Division program.
8. Maintain Dual Credit and Education Division website and update brochures and other information as needed/requested.
9. Assist with field assignments for education students.
10. Assist in tracking data requests and reports.
11. Assist with accreditation paperwork, spreadsheets, data tracking and required surveys.
12. Perform other related tasks as assigned.

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

1. High School diploma or equivalent. Associate's or equivalent in education/training preferred.
2. One (1) year of full-time related work experience.
3. Ability to key in data accurately and efficiently.
4. Knowledge of and ability to use Excel, PowerPoint, Word, Outlook, and Access.
5. Knowledge of Dual Credit programs and student requirements.
6. Ability to explain catalog requirements.

7. Well-developed spelling, grammar, and proofreading skills.
8. Knowledge of general office procedures and office filing systems.
9. Ability to perform multiple tasks and remain calm during frequent interruptions.
10. Ability to establish and maintain positive working relationships with students, employees and the public.
11. Willingness to be flexible in hours worked and to coordinate work with others.
12. Ability to handle confidential material judiciously.
13. Positive attitude, energetic and well-organized.

EQUIPMENT/SOFTWARE

Operate standard office equipment such as desktop calculators, computers, fax, scanners, printers, copiers, and telephones.

POSITIONS SUPERVISED

None

WORKING CONDITIONS

1. Indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. A neat appearance and appropriate businesslike apparel are required.

PHYSICAL DEMANDS

1. Generally sedentary work involving sitting most of the time but will involve mobility within the office and the campus.
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. Ability to lift 10 lbs.

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.

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.