

**CROWDER COLLEGE
POSITION DESCRIPTION**

Status: FT, 12 Mo.	Title OFFICE MANAGER (ADMINISTRATIVE ASSISTANT)
Revised: 05/04/2015	Department CASSVILLE INSTRUCTIONAL CENTER
Level: Staff, Range 4	IPEDS CLERICAL & SECRETARIAL
FLSA: Nonexempt	Reports to CENTER DIRECTOR

POSITION SUMMARY

Provide all primary clerical and administrative support for the Cassville Center, ensuring smooth and efficient office administration and serving as the main point of contact for the Center Director.

MAJOR FUNCTIONS

1. Coordinate the day to day operation of the Cassville Center offices and maintain the Director's schedule.
2. Type or key in a variety of documents, composing correspondence as directed and proofread work for accuracy.
3. Organize and maintain the office filing system filing correspondence and other documents as required utilizing computerized database and spreadsheet programs in addition to manual systems.
4. Prepare receipts for billing, reconcile budget monthly, and supervise daily bank deposits of funds received at the Center.
5. Answer telephone and greet visitors, responding to questions, ascertaining nature of requests and directing accordingly, taking accurate messages as necessary.
6. Coordinate all non-SSS tutoring for the campus including hiring of tutors, pairing of tutees to tutors, assuring all needed paperwork is complete, scheduling training for tutors, submitting time sheets to payroll, and providing instructional materials as needed for tutors.
7. Coordinate front desk coverage with work-study and other personnel and submit time sheets for all staff. Submit all paperwork for new student hires for work-study and tutoring to all necessary offices.
8. Prepare brochures, informational booklets, schedules and flyers as needed promoting the Cassville Center programs and classes.
9. Be primary bookstore contact and liaison organizing all bookstore sales, merchandise coordination with main campus, order and coordinate all faculty instructional materials as needed, supervise cash drawer and student payments, and coordinate and schedule sales and book buy back.
10. Act as the purchasing agent for the Cassville Center determining the most cost efficient way to purchase office, instructional, maintenance supplies, including vending machine needs and purchases by other departments on behalf of the Center.
11. Assist in organizing and coordinating special events such as open houses, workshops or council meetings arranging for rooms, room setups, meals and refreshments as necessary.
12. Schedule classrooms, community building use, and fleet use and make other arrangements as necessary.
13. Prepare and deliver newspaper advertising and news items to the various area newspapers if needed. Prepare and coordinate printing of semester class schedules and brochure for area marketing and coordinate distribution of marketing materials with staff and the Director.
14. Report all computer and technology issues to the Information Technology department as needed and assist students and staff with technology issues.
15. Assist the Director in the solicitation of bids for building improvement projects working with the contractors as necessary during the project.
16. Enroll students in the class offerings as needed, and process all paperwork necessary for student enrollment and payment; administer assessment tests as necessary; and make student ID's.

17. Keep current and in stock all forms, program information, fliers and other paperwork needed to provide services for students. Print forms from student support departments and make available for students such as admissions, financial aid, records, testing, transfer and career services, etc.
18. Assist with duties of the Student Services Coordinator and other advising and student service staff and perform work for them as needed, including data entry.
19. Maintain online faculty database and assist Director in various activities/duties related to distance education as needed.
20. Assist with testing services including but not limited to COMPASS, online testing, make-up exams and assignments, "special needs" testing, and non-Crowder testing services.
21. Perform other related tasks as required.

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

1. High School diploma/GED.
2. Two years full-time related work experience.
3. Well developed spelling, grammar, and proofreading skills.
4. Ability to key routine documents at a level normally acquired through one year of touch typing course work or on-the-job training.
5. Knowledge of general office procedures and office filing systems.
6. Ability to perform multiple tasks and remain calm during frequent interruptions.
7. Ability to establish and maintain positive working relationships with other employees.
8. Ability to handle confidential material judiciously.

EQUIPMENT/SOFTWARE

1. Operate standard office equipment such as desktop calculators, computers, copiers, and telephones.
2. Expertise with word processing, spreadsheet and database software.

POSITIONS SUPERVISED

Work-study students and tutors 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 but adjustment of hours involving evening and/or weekend work may be required from time to time.
3. Access information using computers.
4. 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 various sites.
2. May require lifting up to 30 pounds occasionally (boxes of books, supplies, etc.)
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.

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.