

**CROWDER COLLEGE  
POSITION DESCRIPTION**

<b>Status.</b> PT, flexible hours as needed, up to 19 per week	<b>Title</b> Business Division Departmental Assistant
<b>Revised:</b> 8/14/2018	<b>Department</b> Business Division
<b>Level:</b> Staff, Range 2	<b>IPEDS</b> CLERICAL & SECRETARIAL
<b>FLSA:</b> Nonexempt	<b>Reports to</b> Business Division Chair

**POSITION SUMMARY**

Provide clerical support for the Business Division.

**MAJOR FUNCTIONS**

Provide clerical support as needed for the Business Division, including:

1. Coordinate the administrative work of the department. Manage the flow of information among full-time and part-time faculty members, students, and prospective students. Coordinate staffing, course schedules, and facilities use including classroom assignments and facilities reservations for special events.
2. Assist the Department Chair with departmental reviews, annual business contest, advisory board, budgeting, publicizing events, including preparing fliers and posting them on campus, and other projects.
3. Provide general office support: screen and direct calls, take messages, respond to general inquiries from students and faculty; order supplies as needed; create and maintain department files and records; file for individual faculty members as time permits; make arrangements for meetings and department visitors; compose external and internal correspondence; update catalog content; and manage printing and photocopying for faculty members.
4. Provide information and referral to current and prospective students, parents, college offices, outside agencies, and professional school personnel. Answer student questions, resolve registration problems, and assist with registration process. Serve as a liaison for information, updates, and follow-up on student status
5. Assist faculty in the development and maintenance of coursework including but not limited to making copies, grading, class projects, organization, and updating Black Board.
6. Organize faculty and adjunct searches when necessary. Organize search files, keeping a database of applications for open faculty positions, corresponding with applicants regarding the status of their applications for the position.
7. Create a variety of documents, spreadsheets, databases, and presentations as directed and proofreading work for accuracy.
8. Organize and maintain the office filing system, filing correspondence and other documents as required, including appropriate handling of confidential material.
9. Answer telephone and greet visitors, respond to questions, ascertain nature of requests and direct accordingly, and take accurate messages.
10. Compile student and course data and prepare reports.
11. Organize and maintain business conference room calendar.
12. Reconcile budget charges. Conduct financial transactions such as purchasing goods and services and institute payment requests.
13. Maintain and update division webpage.
14. Take and transcribe minutes of the Business Advisory Board Committee meetings and other meetings as requested.

15. Perform other related tasks as assigned.

<b>KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE</b>
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1. High School diploma/GED; Associates Degree preferred.
2. One (1) year of full-time related work experience in an office setting sufficient to demonstrate intermediate competencies in customer service, project planning and management, PC based office software, budget tracking, word processing skills, and effective handling of confidential materials.
3. Excellent computer skills including knowledge of Microsoft Word, Excel, Access, PowerPoint and Outlook. Knowledge of Black Board a plus.
4. Excellent organizational, interpersonal, and oral and written communication skills.
5. Ability to multi-task and manage time and priorities to meet deadlines.
6. Ability to work independently and as a part of a team.
7. Good writing and proof-reading skills.
8. Experience working with budgets. Knowledge of general accounting.
9. Ability to gather data & research. Resourcefulness in solving problems.
10. Ability to work cooperatively with others and maintain effective customer service towards all persons contacted during the course of job performance.
11. Ability to establish and maintain effective and productive working relationships within a diverse and multicultural environment.
12. Positive attitude, energetic, initiative and well-organized.

<b>EQUIPMENT/SOFTWARE</b>
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1. Operate standard office equipment such as computers, copiers, and telephones.
2. 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
    - Expertise with Office 2016 (Word, Excel, Access, PowerPoint, and Outlook). Advanced knowledge of Word, Excel, and Access preferred.

<b>POSITIONS SUPERVISED</b>
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None.

<b>WORKING CONDITIONS</b>
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1. Indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Normal college working hours, 19 hours per week, but adjustment of hours may be required occasionally.
3. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
4. A neat appearance and appropriate apparel are required.

<b>PHYSICAL DEMANDS</b>
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1. Generally sedentary work involving sitting most of the time but will involve mobility within the office and service locations.

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. Light lifting (5 – 20 pounds) may be required periodically.

<b>CREATIVE AND ANALYTICAL SKILLS</b>
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1. Ability to apply critical and analytical skills to successfully perform job responsibilities and carry out instructions furnished in written, oral or diagram form.
2. Ability to devise or modify methods or processes to solve specific problems.

<b>LANGUAGE/BUSINESS SKILLS</b>
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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.