# POSITION DESCRIPTION

**JOB TITLE:** STUDENT SUPPORT SERVICES ADMINISTRATIVE ASSISTANT, WEBB CITY CAMPUS

**DEPARTMENT**: STUDENT SUPPORT SERVICES – WEBB CITY          **DIVISION:** ACADEMIC AFFAIRS

**HOURLY WAGE:** $11.83          **HOURS PER WEEK:** 20      **FLSA:** NON-EXEMPT

**IMMEDIATE SUPERVISOR:** DIRECTOR, STUDENT SUPPORT SERVICES – WEBB CITY

**SCHEDULE DETAILS:** PART-TIME/12 MONTH POSITION/CLASSIFIED STAFF RANGE 3/PEERS

**DATE OF LATEST REVIEW/REVISIONS:** July 13, 2021

## Position Summary
The Student Support Services (SSS) program is a federally funded grant program with the objectives of improving the retention, graduation, and successful transfer of student participants. The SSS Assistant is responsible for the clerical and secretarial duties for the SSS project staff.

## Essential Job Duties
- Serve as primary SSS receptionist; greet visitors/participants to the SSS office;
- Answer incoming phone calls, take messages, schedule SSS participant appointments, and act as the point of contact for all SSS participant events;
- Handle all SSS project correspondence and mailings;
- Type all reports and other documents necessary for SSS project management;
- Assist in maintaining SSS project participant files;
- Assist in collecting data for the SSS reports;
- Provide SSS project information for those who inquire;
- Assist to prepare SSS workshop materials and supplies;
- Assist in implementation and maintenance of SSS participant tracking systems;
- Keep SSS meeting minutes and documentation required for project administration;
- Purchase and maintain SSS office supplies;
- Maintain overall appearance of the SSS offices;
- Maintain and update SSS bulletin boards, display racks, and table tents; and
- Fulfill any other duties requested by the SSS Director which job-related circumstances may demand.

## Required Knowledge, Skills & Abilities
- Minimum of high school diploma or equivalent.
- Up to one (1) year of related work experience.
- Excellent written, communication, and organizational skills.
- Professional or personal experiences in overcoming barriers similar to those confronting SSS participants.
- Ability to key in documents or data efficiently and accurately and perform multiple tasks.
- Knowledge of general office procedures and filing systems.
- Ability to establish and maintain professional conduct and positive working relationships with students, employees and community contacts.

## Preferred Knowledge Skills & Abilities
- Associate's degree or equivalent in education and/or experience.

## Information Technology Abilities
- Ability to operate a personal computer using the Windows environment.
- Ability to operate a personal computer within the Crowder College Network environment using the currently available Microsoft Windows operating system.
- Ability to operate standard office equipment such as computers, desktop calculators, copiers, and telephones.

- Ability to use E-mail and associated calendaring/scheduling applications.
- Knowledge of database systems and ability to key in data accurately.
- Knowledge of and ability to perform basic word processing using MS Word.
- Ability to perform basic spreadsheet functions using MS Excel.
- Ability to use and learn other computer programs as needed
- Ability to update and maintain SSS social medial platforms

**Working Environment:**
- Work is performed primarily in an office setting and may involve frequent interruptions and distractions.
- May require extended periods of time viewing computer monitor or standing.
- Normal college working hours but adjustment of hours involving evening and/or weekend work is required from time to time particularly during first and last week of each semester.
- A neat appearance and appropriate business apparel are required.
- The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical:**
- Will involve mobility within the campus and various sites.
- Input, access and distribute information using computers.
- Normal college working hours, 20 hours per week, but adjustment of hours involving evening and/or weekend work may be required from time to time.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk or hear. Specific vision abilities required by this job include close vision.
- The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Creative and Analytical Skills**
- Ability to apply critical and analytical skills to successfully perform job responsibilities and carry out instructions furnished in written, oral or diagram form.
- Ability to devise or modify methods or processes to solve specific problems.

**Language/Communication Skills**
- Ability to communicate effectively, both orally and in writing, with a variety of people, including faculty/staff, students and the general public.
- Effective telephone communication skills, including the ability to provide information verbally and with a friendly demeanor.

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