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| **Job Description** | | | |
| **Job Title:** | Administrative Support Specialist, Trades & Industry | **Location:** | Parker Technical Education Center |
| **Department:** | Trades & Industry | **Reports To:** | Division Chair, Trades & Industry |
| **Division:** | Instruction | **Pay Grade:** | C10 |
| **FLSA Status:** | Nonexempt |  |  |

**SUMMARY**

Under general supervision, the individual in this position coordinates, oversees, and/or performs a wide variety of administrative support activities for NIC’s Parker Career & Technical Education Center and the Trades & Industry Division, and serves as a central point of contact with other departments and external constituencies in the resolution of a variety of projects and day-to-day matters in support of NIC Career and Technical Education (CTE).

# Essential Duties and Responsibilities

This list includes, but is not limited to the following:

* Provides support for the Parker Technical Education Center (the Center) and the Trades & Industry (T&I) Programs and Division Chair, including dealing with administrative problems and inquiries, as appropriate.
* Provides direct support and assistance to all T&I faculty regarding procedures and proper processing of paperwork to ensure accuracy.
* Coordinates scheduling and use of the Center’s space and resources to the optimal benefit of the college’s mission. Serves as the primary point of contact and liaison for coordinating facility use for its primary purpose as well as supporting tours and special events as permissible.
* Enters purchase requisitions per college process and procedures. Orders and tracks supplies and materials, printing, maintenance, and other services. Prepares appropriate purchasing documents, processes invoice payments, and communicates with vendors to resolve discrepancies.
* Supports all facility operation needs including reception, IT, physical plant requests, janitorial, and grounds. Submits work requests and helps minimize impacts to the learning environment until resolved.
* Provides administrative support and coordination in the faculty evaluation, professional development unit tracking, State reporting, and program review processes.
* Organizes, schedules and coordinates meetings, including Advisory meetings, interviews, appointments, and/or other similar activities, which may include coordinating travel and lodging arrangements. Prepares, transcribes, composes, types, edits, and distributes agendas and/or minutes of meetings as required.
* Supports the Dean of Instruction, Workforce Education with activities related to the Center and T&I programs.
* Manages administrative activities, maintains workflow and learning environment in supervisor’s absence.
* Enters T&I course schedules per registrar-prescribed process. Assists in the development of division class schedules and maintains cancelled courses list.
* Executes diverse and complex administrative tasks with independent judgment, leveraging comprehensive knowledge of procedures, practices, and reporting requirements. Activities are tailored to the specialized needs of the instructional unit(s) affected.
* Understands and applies office policies, procedures and practices associated with the specialized nature of the affected department or division.
* Responds to inquiries from students, staff and/or the public regarding departmental procedures or services.
* Utilizes knowledge and understanding of underlying operational issues and established department/division policies and/or dictation to compose and edit technical and/or administrative correspondence, documentation, and complex reports; composes, prepares, or ensures timely responses to a variety of routine written inquires.
* Coordinates the Center’s inventory process including equipment, furniture, office supplies, and lab materials.
* Trains others on department processes, procedures, equipment and software.
* Manages communications on behalf of the site including mail, event postings, and on-site emergencies.
* Manages specialized recordkeeping tasks, including compiling and classifying diverse information, overseeing data collection and database management, and handling specific information-gathering projects in support of CTE-related internal and external reporting or compliance requirements
* Maintains a positive, helpful, constructive attitude and work relationship with supervisor, college staff, students, and the community.

# Marginal Duties

* May supervise the work of part-time administrative employees and work-study students.
* May travel locally or regionally and to other NIC locations occasionally.
* Performs other duties as assigned.

**REQUIRED MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the minimum qualifications necessary for an individual to satisfactorily perform each essential duty and be successful in the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties.

**Education and Experience**

Associate’s degree or Applied Associate’s degree or certification from a two-year college or professional/technical school or program and a minimum of four years of related experience and/or training; or equivalent combination of education and experience.

# Knowledge, Skills and Abilities

* Excellent customer service and interpersonal skills; ability to train others in using various systems
* Strong written and verbal communication skills including the ability to read, listen to, and understand information and ideas presented verbally and in writing, and to communicate in these formats so that others understand
* Ability to define problems, collect and analyze data, establish facts, and draw valid conclusions from diverse situations
* Strong working knowledge of college policy, procedures, and processes, and other regulatory or compliance standards
* Ability to apply general guidance to specific situations to distinguish when to provide well-founded answers, make referrals, or take other appropriate action
* Ability to integrate information to apply established rules or decisions in new situations
* Ability to identify existing and potential problems and communicate them for appropriate action
* Proficient computer skills, including Microsoft Office applications, Internet, and peripheral devices
* Proficient mathematical skills and reasoning ability
* Ability to work independently, manage own time, and the time of others effectively in order to prioritize work and meet critical deadlines
* Proficient skills using database and enterprise systems and to learn new systems the college may adopt, in order to fulfill assigned responsibilities
* Ability to read and interpret documents and manuals, such as safety rules and manuals, operating and maintenance instructions, and policy and procedure manuals

# Physical Demands & Work Environment

The physical demands & work environment described here are representative of those that must be met or are encountered by an employee in the normal course of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements and environment are typical of those in a general office setting. This job involves regular sitting, standing, walking, typing, moving, lifting objects up to 10 pounds and exposure to office lighting. A wide variety of standard office equipment is continually used, including phone, fax, copier, printer and computer.

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