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| **Job Description** |
| **Job Title:** | Senior Administrative Assistant - Dual Credit | **Location:** | Lee Kildow Hall  |
| **Department:** | Academic Support | **Reports To:**  | Director of Dual Credit |
| **Division:**  | Instruction | **Pay Grade:**  | C8 |
| **FLSA Status:**  | Nonexempt |  |  |

**SUMMARY**

Under general supervision, the individual in this position performs diverse administrative and support activities for a department or division. This position serves as a central point of contact with other departments and external constituencies in the resolution of a variety of day-to day matters. The Senior Administrative Assistant is distinguished from the Administrative Assistant by the more complex level of assigned work, specialized knowledge, discretion, skills and experience required.

# Essential Duties and Responsibilities

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

* Performs a variety of complex, diverse and confidential duties that involve exercising some independent judgment and discretion, multi-tasking with efficiency, and maintaining accuracy.
* Understands and applies office policies, procedures and practices associated with the specialized nature of the department or division.
* Responds effectively 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 using a personal computer.
* Oversees and/or performs specialized recordkeeping requiring compilation and classification of varied information, data collection and database management, and/or specified information-gathering projects and tasks associated with department or division internal and external reporting or compliance requirements.
* Reconciles accounts and information as required, ensures accuracy, and resolves problems.
* Schedules and coordinates meetings, events, interviews, appointments, and/or other similar activities, which may include coordinating travel and lodging arrangements.
* Manages administrative activities and maintains workflow of the department or division in the manager’s absence.
* Provides and/or oversees support activities for the department or division such as answering telephones, resolving and/or referring a range of administrative problems and inquiries to appropriate individuals, and following up on operational commitments.
* Composes, prepares, or ensures timely responses to a variety of routine written inquiries.
* Prepares, transcribes, composes, types, edits, and distributes agendas and/or minutes of meetings as required.
* Creates, monitors, reconciles and reports on budgetary and other business affairs for department as required.
* Requisitions supplies, printing, maintenance, and other services, prepares appropriate purchasing documents, and processes invoices as required.
* Adapts or modifies existing office processes to accommodate new procedures or methods.
* Trains others on office processes and procedures, equipment and software.
* May lead and direct the work activities of part-time or work-study office employees by planning, assigning, and directing work, and addressing and resolving problems.
* Sorts, screens, reviews, and distributes incoming and outgoing mail.
* Maintains a positive, helpful, constructive attitude and work relationship with supervisor, college staff, students, and the community.

**Department Specific Duties**

* Processes Advanced Opportunities payments to school districts
* Processes Letter of Appointments for Dual Credit Instructors
* Tracks mentors for paperwork completion and adherence to HR trainings for Dual Credit instructors
* Follows up with dual credit instructors for necessary paperwork
* Verifies student rosters
* Creates and sends regular newsletters to partner schools
* Verifies student entry in Advanced Opportunities portal in cooperation with the Director
* Participates in dual credit graduation planning
* Assists with verifying accurate information on Dual Credit website
* Assists with creating and communicating Dual Credit academic schedule
* Assists with collection and proper retention of dual credit instructor onboarding documents
* Serves as initial point of contact for walk in students, prospective students, and their families
* Organizes shared email inbox and responds where appropriate

### Marginal Duties

* 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 three (3) years of related experience and/or training; or equivalent combination of education and experience.

# Knowledge, Skills and Abilities

* Excellent customer service and interpersonal skills
* Strong written and verbal communication skills
* Proficient skills using Microsoft Office applications.
* Basic skills using database systems.
* Ability to operate standard office equipment including phone and copier

# 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, copier, printer and computer.

October 2024