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| **Job Description** | | | |
| **Job Title:** | Senior Administrative Assistant | **Location:** | Seiter Hall |
| **Department:** | Disability Support Services | **Reports To:** | Director of Student Disability, Health & Counseling |
| **Division:** | Student Services | **Pay Grade:** | C8 |
| **FLSA Status:** | Nonexempt |  |  |

**SUMMARY**

Under general supervision, the individual in this position performs diverse administrative and support activities for the Disability, Health and Counseling Services department. This position serves as the first point of contact to assess the acuity of student’s needs, including initial triage for services and is the 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 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 practices 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.
* Monitors, tracks, reconciles and reports on budgetary and other business affairs for a 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.

**Departmental Duties**

* Acts as a liaison between main campus and outreach centers to make accommodations for students.
* Processes all intake paperwork for students requesting services.
* Assesses the acuity of students’ need for services, including initial triage for severity and timeliness of scheduling appointments.
* Assists staff in procuring and maintaining effective equipment and services to meet identified accommodative need.
* Assists in the implementation of accommodations for students, troubleshooting with relevant campus partners as needed.
* Maintains complete and confidential records and information relating to student's disability and services provided.
* Engages in cross training to provide back-up support for the unit.
* Contacts and tracks all prospective students.
* Assists students in obtaining documentation as needed. Networks with numerous NIC departmental personnel to track and support prospective students with disabilities.
* Maintains all front facing communications, i.e. website, marketing materials, etc., and upholds customer service standards.
* Assists the department in maintaining updated policies and procedures, informing of changes to campus-wide processes.
* Responsible for compiling and organizing internal quality assurance and program reviews and composing reports.
* Maintains reception area and shared office spaces to ensure an accessible and welcoming environment.

### Marginal Duties

* Performs other duties as assigned.

**REQUIRED MINIMUM QUALIFICATIONS**

The following requirements represent 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 years full-time equivalent 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.
* Strong attention to detail
* Basic skills using database systems.
* Ability to operate standard office equipment including phone and copier

# Physical Demands and Work Environment

The physical demands and 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.

June 2024