

ADMINISTRATIVE ASSISTANT, STUDENT SUCCESS SERVICES

GENERAL STATEMENT:

General responsibility for the purpose of maintaining the operation of the Success Services Department, performing daily duties of a routine or semi-routine nature, and assisting with student retention and success programs.

REPORTS TO:

Director of Student Success Services

OCCUPATIONAL GROUP:

Clerical

FLSA: Non-Exempt

QUALIFICATIONS FOR APPOINTMENT:

EDUCATION:

High School Diploma or GED Required. Associate Degree Preferred.

LICENSE OR CERTIFICATION:

None

EXPERIENCE:

Two (2) years related administrative assistant experience. Excellent interpersonal and communication skills. Experience working with concurrent projects under pressure of deadlines with the ability to deal effectively with interruptions, and produce accurate work. Experience with instructional media, public speaking, and addressing large crowds.

OTHER:

Good public relations, verbal and non-verbal written skills, and must have experience with Microsoft Office, as well as maintaining websites and social media.

DUTIES AND RESPONSIBILITIES:

- Establish and maintain filing and recordkeeping system for department records.
- Maintains stock of office supplies, including monitoring inventory and reordering as required.
- Interviews, trains, and assists in supervising student assistants.
- Performs receptionist duties such as greeting visitors, answering inquiries, screening telephone calls, and routing incoming calls and mail.
- Makes posting entries to various departmental records, such as daily student visits, and prepares reports involving tabulation of posted data and simple arithmetic calculations.
- Operates and troubleshoots various office machines such as calculators, copiers, CRT terminals, scanners, printers, etc.
- Assist with all student retention programs.
- Assist with the operation of the Cardinal Success Center.

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- Assist with Cardinal Pride Orientation events
- Assist with the development and implementation of new retention and student success programs and services.
- Maintain confidentiality of student information and records.
- Assist in creating, updating, and maintaining Student Services webpages and social media sites.
- Participate in planning and execution of new student orientation programs in the summer.
- Work assigned schedule and comply with timekeeping policy.
- Maintains confidentiality of information.
- Other duties as assigned by appropriate supervisory personnel.

PHYSICAL REQUIREMENTS:

- Within the general range of an office environment.
- May require irregular evening and weekend hours.
- Must be able to handle heavy lifting (40+ lbs.) and long hours on feet.

The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

All TVCC positions are security sensitive and require a criminal background check.

Approved: 11/23/2015

Revised: 04/03/2018

JD670