POSITION DESCRIPTION

Position Title: Admin. Asst. to VP of Student Services	**Number:** 0002.SS	**FTE:** 1.0
Classification: Classified, Non-Exempt	**Report To:** VP of Student Services	**Date:** 07/25

General Description and Purpose

The Administrative Assistant is responsible for supporting the Vice President of Student Services and other division offices, including enrollment services, registrar, admissions, residence life, student success, marketing/communications, and other offices as directed or assigned by the Vice President or President. The Administrative Assistant will also facilitate special college relations tasks.

Primary Functions/Responsibilities

1. Provide training and scheduling for classified support staff.
2. Manage the online calendar for Students/Enrollment Management personnel.
3. Prepare and coordinate correspondence as directed.
4. Coordinate, notify, and track report deadlines and tasks associated with division staff as directed.
5. Coordinate meeting set-up for committees, groups, or appointments as directed.
6. Serve as the point of contact for student messages and follow up with students as needed.
7. Serve as point of contact and responder for external visitors, such as law enforcement, seeking to meet with students.
8. Data entry to admissions, enrollment processes, registrar, residence life, and/or student records.
9. Assist with enrollment registration paperwork and process as directed.
10. Clerical duties as assigned: data entry, typing, filing, telephone correspondence, bulk mailings, and meeting correspondence.
11. Assist with enrollment, registration, orientation, and special event days.
12. Assist with functions of the Students/Enrollment Mgt. division and departments as directed.
13. Provide optimum customer service.
14. Facilitate training and support services to internal and external customers related to the students/enrollment management division.
15. Conduct operations professionally, including, but not limited to, appearance, organization, responsiveness, and accountability. Assist with projects outside the scope of primary reasonability when requested.
16. As requested, provide information about the college programs, services, or events.
17. Other duties as assigned or requested.

College Relations

Additional duties include coordinating and/or assisting with:

1. Community Service Tracking for employees, clubs/org, Pratt Co/Above & Beyond Scholars; coordination with athletics
2. Representation, college involvement at community events (Volunteer Service Day, etc.)
3. Community Services/Business Fair for students
4. Networking initiatives with parents of currently enrolled and prospective students (communication, club, special event, Beaver Building Day)
5. "Community on Campus" events (holiday event, grade school class event, walk-a-thon, coffee club)

6. Campus relations/customer service (complaints, hospitality, troubleshooting, special initiatives
7. Assist with college relations and customer service duties as assigned.

Coordination and Accountability Tasks

1. To understand, support, and enforce all policies expressed by the Board of Trustees of Pratt Community College in letter, intent, and spirit.
2. Be involved in college activities as required.

Supervises the Following Staff

Work Study Personnel

Required Knowledge, Skills, Abilities, and Other Characteristics

1. To provide leadership and service in a friendly and timely manner, exhibiting a customer service philosophy and practice.
2. Develop and maintain office systems that are effective and efficient.
3. Be accurate and prompt in all reports and assignments.
4. Manage multiple tasks simultaneously.
5. Excellent organizational and time management skills are required.
6. Computer and data entry skills using products in a networked environment.
7. Work with diverse populations and directly with people.
8. Excellent collaborative and consensus-building skills.
9. Excellent written and verbal communication skills.
10. Able to handle confidentially sensitive information without question.
11. Pleasing personality and good interpersonal skills.
12. Excellent telephone etiquette.
13. Work in a student-centered environment, understanding and supporting PCC's mission, philosophy, vision, goals, and objectives.
14. Willing to work evenings and/or weekends when needed (minimal).
15. Must be neat, dependable, have a good work ethic, and work amiably with others.

Experience

1. Minimum of two years' experience in a busy, multi-person office required.
2. Minimum of two years' supervisory experience preferred.
3. Intermediate to advanced computer skills.

Education

1. High School diploma required.
2. Two-year degree in business and/or comparable experience in related field preferred.

Certifications and/or Licensure

None

Work Conditions/Environment

Office setting

Other

None

Acknowledgement of Receipt and Agreement

By signing below, I acknowledge receiving and reviewing a copy of this position description. In addition, I agree to strive to effectively perform and comply with the job duties and responsibilities outlined in this description.

_____ _____

Employee Name (Printed) Date

_____

Employee Signature