Purpose, Scope & Dimension of Job:

Purpose: This position is the primary secretarial and administrative support position for the Executive Dean and assists with all of the activities flowing through the Executive Dean’s Office. As such, this position:

1. Is responsible for the efficient operation of the Executive Dean’s Office and performs secretarial, clerical and administrative duties under the general supervision of the Executive Dean.
2. Enables the Executive Dean to increase his/her efficiency and effectiveness.
3. Ensures that special project activities are efficiently and professionally carried out for a variety of special projects.
4. Provides clerical and secretarial support to the Executive Dean and Administrator of Systems & Communications for the office of Student Services.
5. Acts as back up to Support Specialists in the College Information Center during peak periods.

Scope: This position is the front line employee in the Executive Dean’s Office. Employee must be able to work in a high stress environment during different times of the year such as peak registration and must handle multiple priorities. Assistant should have the ability to diffuse situations where students are angry and must be able to remain calm and courteous at all times regardless of the language directed at them. Position is part of the Student Services team and must be able to work together with other employees to help the office and department fulfill its mission.

Dimension: Given the nature of the Executive Dean’s Office, this position functions independently most of the time and is expected to exercise good judgment on issues, questions and problems that arise.

Supervisory Responsibility:

None

Essential Duties/Major Accountabilities:

A. Administrative Coordinator for Executive Dean’s Office

1. Serves as initial point of contact for faculty, staff, students and the public seeking assistance from the Office of Student Services. In this role, this position must carefully, courteously and professionally listen to visitors to ensure that their need is accurately defined at the outset; based on this analysis, this position determines an appropriate course of action that may include answering the question him/herself, referring it to another office, or scheduling an appointment with the Executive Dean.
2. Maintains the calendar for the Executive Dean. Schedule and arrange meetings to create an environment where the attendees can accomplish their purposes in the minimum necessary time (arrange for, give consideration to location, notification to attendees, agenda preparation, preparation and assembly of materials, meeting notes and follow up, and food and beverage arrangements).

3. Assembles materials needed by the Executive Dean to respond to requests or to conduct his/her work efficiently.

4. Works closely and collaboratively with staff in other offices of Student Services.

5. Develops and maintains multiple special purpose databases for the Executive Dean’s office, such as Women in Education and Student Complaints.

6. Maintains Call Center volume reports.

7. Intake and processing of Tuition Appeals. Collaboration with Registration & Cashier’s and Financial Aid on investigation and decisions. Act as Tuition Appeals Committee Secretary.

8. Acts as back up to Support Specialists in the College Information Center during peak periods.

9. Monitor the MCCEA Book Loan Program and other special projects as directed.

B. Secretarial Support

1. Performs general office duties such as receptionist, typing, word processing, filing duplicating and distribution of materials and mail.

2. Prepares requisitions as needed for the office of the Executive Dean. Orders supplies and processes payments for various faculty and staff activities.

3. Maintains filing systems to ensure the prompt availability of accurate information.

4. Processes payroll and maintains Student Services leave calendar.

C. Other

1. Observes appropriate privacy guidelines and maintains confidentiality of all records in accordance with college policy and Student Services procedures.

2. Carries out other duties as may be assigned in keeping with the functions of the position.

Minimum Required Knowledge, Skills, and Abilities:

1. Associate degree.

2. Two (2) years experience in student/customer service and two (2) years clerical experience in an office setting, which may be concurrent.

3. Experience and demonstrated proficiency at the basic level with MS Word and Excel.

4. Ability to type a minimum of 45 wpm.

5. Ability to deal with faculty, staff, students and the public with tact and courtesy.

6. Demonstrated experience working collaboratively with peers.

7. Excellent verbal and written communication skills.

8. Must possess the ability to work successfully in a high stress environment, handling multiple tasks and projects simultaneously.

9. Ability to work with accuracy.

10. Must be dependable and reliable.

11. Ability to maintain confidentiality on all information regarding student records, faculty and student communications and personnel matters.
12. Must have ability to work independently and have strong decision making skills as there is minimal supervision in this position.

**Additional Preferred Knowledge, Skills, and Abilities:**

1. One year of work experience in a community college setting
2. Experience with Datatel or other similar student record system
3. Experience and proficiency at the intermediate level with MS Word and Excel
4. Experience and proficiency at the basic level with PowerPoint

**Hours/Schedule:**

Full-time, 40 hours per week/52 weeks per year. Flexible schedule to include some evening hours.
Signatures

Executive Dean – Student Services  Date

Vice President – Student & Administrative Services  Date

Employee  Date

This job description is intended to summarize the type and level of work performed by the incumbent and is not an exhaustive list of duties, responsibilities and requirements.

This section to be completed by a Human Resources representative

Employee Group & Grade: Secretarial-Clerical / Grade C
Affirmative Action Group: 52
Job Description Status: OFFICIAL WHEN SIGNED ABOVE

Reviewed by Human Resources: ____________________  ____________________
Initials  Date