

JOB TITLE: Administrative Assistant – AEL

DEPARTMENT: Adult Education & Literacy

LOCATION: Union Campus

REPORTS TO: Director, Adult Education & Literacy

FLSA: Non-Exempt

LEVEL: 104

DATE: 10/25/22; 9/10/21

POSITION SUMMARY: Provide a variety of advanced administrative, confidential, technical, and administrative support to the Director of Adult Education and Literacy.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* High School Diploma or GED; 2 years secretarial experience

ESSENTIAL TASKS: *Employee must be able to perform the following functions to the satisfaction of the employee's supervisor.*

- Greet visitors, students, and/or employees and respond to inquiries, requests for information, and aid as needed.
- Responsible for answering phones, responding to voice or e-mail messages.
- Register students for orientation and TABE testing, sending reminder emails and making follow-up phone calls as appropriate.
- Maintain student contact information for Remind or other texting application for student enrollment and retention.
- Distribute student surveys according to current processes and report any results with relevant impact on processes and procedures.
- Data input and management for Ellucian/Colleague and the DESE Internet-based reporting system and federal reporting of student information and classroom hours.
- Assist in planning and coordinating the HiSET Graduation Ceremony with invitations and RSVP for students, program development and printing, room reservations and supplies, and other related duties.
- Create and publish quarterly newsletter by conducting interviews, writing articles, and gathering pertinent information for distribution to stakeholders.
- Maintain office files, student files, and other appropriate records.
- Maintain inventory of office supplies.
- Compose written correspondence and materials; create and update all departmental forms; prepare minutes, reports, statistical data, and other materials pertaining to the AEL Program.
- Create and share social media posts weekly to promote the AEL classes and program.
- Attend DESE training, and other meetings as requested.
- Clarify program procedures and changes to instructors
- Receive, interpret, and communicate information pertinent to the assigned unit's operation from and to various departments, agencies, and constituencies as necessary
- Initiate, process and track departmental forms such as purchase orders, personnel requisitions, travel authorization forms, supply requisitions, printing requests, travel expense reimbursement vouchers.
- Schedule appointments, meetings, send out meeting notices, arrange for catering services, make travel arrangements, and maintain the department calendar.
- Manage daily distribution of all incoming and outgoing mail; screen and respond as necessary. Assemble attachments and corresponding material. Review outgoing material for completeness, dates, and signatures.
- Assist in planning and coordinating and participate in graduation ceremonies.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful, and courteous manner with students, employees, faculty, and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES: College: Demonstrated knowledge of the principles of office management and of modern office procedures, systems and equipment; ability to apply this knowledge to difficult problems; knowledge of the

Family Educational Rights and Privacy Act (FERPA); ability to use independent judgment and discretion.

Department: Knowledge of general office procedures and filing systems; knowledge of department policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations; knowledge of business English with the ability to write in complete sentences using appropriate words, correct grammar, punctuation and spelling; detailed-oriented with skills in proofreading materials and data entry to ensure accuracy; ability to identify what information is needed by others for effective actions; ability to perform basic mathematic calculations; ability to maintain confidential and sensitive information; ability to develop and maintain filing systems; general knowledge of accounting principles; well-organized and self-directed; ability to devise or adopt office procedures to changing organizational needs; ability both to take initiative and follow-through; effective telephone communication skills, including ability to obtain and provide information verbally; time management skills; ability to organize and coordinate functions and tasks, with frequent interruptions; ability to compose routine or specialized reports or forms, and/or ensure compliance with clear guidelines and standards.

COMMUNICATION SKILLS: Ability to communicate clearly and concisely, both orally and in writing; ability to communicate effectively in a tactful and courteous manner with a variety of people, including students, employees, faculty, and the general public; ability to read and interpret documents; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; ability to verbalize understanding of a problem or situation, ask relevant questions for clarification, and explain it to others; good oral and written communication skills to convey ideas, facts, and information effectively and accurately to students, staff, faculty, and the general public; ability to establish and maintain effective working relationships internally and externally.

EQUIPMENT AND SOFTWARE: Current information technology used by the college and department, including but not limited to, Microsoft Office, Outlook, Datatel, ImageNow, Viatest etc.; use office machines such as telephones, fax machines, copiers or calculators; effective keyboarding skills and knowledge of related software for the preparation of publications.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

- **Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 10 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

POSITIONS SUPERVISED: None

SIGNATURE: *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

Employee Signature/Date

NOTICE OF NON-DISCRIMINATION: *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*