

JOB TITLE: Executive Administrative Assistant, Student Development

DEPARTMENT: Student Development

LOCATION: Union Campus

REPORTS TO: Vice President, Student Development

FLSA: Non-Exempt

LEVEL: 107

DATE: 4/23/24; 7/1/22 (reclassified); 10/22/19

POSITION SUMMARY: Provide varied and advanced administrative support to the Vice President of Student Development, managing the day-to-day activities of the office; also required to use a considerable degree of independence and discretion, exercise sound judgment in the performance of the assigned duties.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of an Associate's Degree; and three to five years related administrative experience.

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

- Manage the day-to-day activities of the office, maintaining files, telephone and mailing lists, and necessary office supplies, and monitoring office expenditures to assure purchases are within budget.
- Plan, organize, and attend to administrative detail on special assignments and projects assigned which includes creating & maintaining special databases, gathering data, compiling statistics which may include making appropriate calculations, preparing reports, graphs & charts.
- Keep the Vice President's calendar current with various appointments and meetings, reserving conference rooms and making other necessary arrangements, organizing materials, and sending out meeting notices.
- Prepare minutes, formal reports, and other documents for internal and external groups and organizations in which the Vice President is involved.
- Maintain confidentiality in all matters related to the Vice President including organizational plans, student related matters and personnel matters.
- Evaluate all incoming correspondence, determining which matters require the Vice President's attention, marking important sections, drafting replies, gathering appropriate background material, acknowledging correspondence in the absence of the Vice President.
- Receive and assist visitors and telephone callers, referring them to other offices if appropriate.
- Cooperate effectively with other employees in carrying out the Vice President's instructions, transmitting information accurately and tactfully, and taking initiative when appropriate to resolve issues in the Vice President's absence.
- Handle complaints and conflicts diplomatically, using perceptive judgment and discretion to defuse potentially volatile situations as required.
- Attend to travel arrangements and expense reimbursements for the office.
- Prepare special board agenda items and coordinate all agenda items and assure completion for board meeting deadlines.
- Initiate and process forms such as purchase orders, personnel requisitions, travel authorization forms, supply requisitions, printing requests, travel expense reimbursements.
- Coordinate various special assignments and projects assigned.
- Exercise the utmost discretion in handling confidential matters.
- Assist in the development and implementation of the unit's goals and objectives.
- Serve as a member of the Student Development leadership team to develop and execute change management and process redesign initiatives that will lead to operational efficiencies.
- Leads in the development and maintenance of comprehensive manuals that outline policies and procedures related to departmental operations.
- Facilitate a yearly student voice collection strategy and use results to implement improvement(s) to department practice.
- 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 College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS and ABILITIES: Knowledge of department and college policies, procedures, and practices with the ability to answer work-related questions; and/or interpret and apply these guidelines correctly in various situations; perform administrative or manual duties for the department or division; knowledge of business English with the ability to write in complete sentences using appropriate words, correct grammar, punctuation and spelling; ability to devise or modify methods or processes to solve specific problems; ability to manage multiple projects and work under time pressures to meet established deadlines; ability to handle confidential material judiciously; ability to work effectively in a busy environment with frequent interruptions; knowledge to troubleshoot minimal computer/software issues; excellent customer service skills; detailed-oriented with skills in proofreading materials and data entry to ensure accuracy.

LEADERSHIP and COMMUNICATION SKILLS: Ability to communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public; communicate to convey or exchange general work-related information or service to internal or external customers; ability to establish and maintain effective working relationships with employees at all levels and with diverse student populations; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion.

DECISION-MAKING and ANALYTICAL SKILLS: Requires frequent decision making affecting co-workers or students; ability to exercise independent judgment within the scope of assigned authority; may be responsible for providing information to those who depend on a service or product; adhere to college and department policies, procedures, and practices; follow technical instructions, procedure manuals, and charts to solve practical problems; and/or compose routine or specialized reports or forms and business letters; and/or ensure compliance with clear guidelines and standards; perform job duties in a safe and efficient manner.

EQUIPMENT/SOFTWARE: Utilize current College and/or department information technology equipment, software and programs; standard office equipment and department specific equipment. Proficient with Microsoft Office (Word, Excel, Outlook)

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; will require flexible schedule to work evenings and/or weekends;

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 occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull light to moderate amounts of weight; and/or to operate office equipment that may require repetitive hand movement.

POSITIONS SUPERVISED: None

SIGNATURES: 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 above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

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.*