

# **Administrative Associate**

Lacombe Campus

## **Job Announcement**

Northshore Technical Community College is accepting applications for a full-time, unclassified position domiciled in Lacombe Campus.

**Applications will be accepted until position is filled, with preference being given to those received on or before December 18, 2023.**

**All applicants are subject to a background check, in accordance with NTCC Policy HR-020, a criminal history check will be conducted on all new hires. NTCC participates in the federal E-Verify system for identification and employment eligibility purposes.**

**To apply please submit: (1) a letter of application, (2) a resume and (3) official transcript to (for transcript to be considered official, it must be sent directly from the school/college/university to Human Resources):**

**Attention: Hiring Manager  
Northshore Technical Community College  
65556 Centerpoint Boulevard  
Lacombe, LA 70445  
Telephone number: 985-545-1262  
Email: [resumes@northshorecollege.edu](mailto:resumes@northshorecollege.edu)**

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## **JOB SUMMARY:**

Responsibilities include greeting guests, scheduling meetings and appointments, making office supplies arrangements, and providing general administrative and program support to the Dean of Campus Administration. Serves as primary point of operational and administrative contact for internal and external constituencies, often on complex and confidential issues. Coordinates the provision of office and staff support to the Lacombe Campus, and oversees and/or participates in the coordination, supervision, and completion of special projects and/or events. May serve on a variety of committees in a support capacity.

## **RESPONSIBILITIES:**

- Provides confidential secretarial and administrative support for the Dean of Campus Administration, to include managing schedule/calendar, making travel arrangements, screening, and handling telephone communications for the Administrative office, greeting and directing visitors, and dealing with administrative problems and inquiries as appropriate.
- Will be customer driven and student oriented in all communications with stakeholders.
- Serves as a primary point of direct administrative contact and liaison with other offices, individuals, and external institutions and agencies on a range of specified

issues; organizes and facilitates meetings, conferences, and other special events, as required.

- Organizes office operations and procedures.
- Ensures effective telephone and mail communications both internally and externally to maintain professional image.
- Coordinates with IT, Facilities, and Purchasing departments on all office equipment.
- Gathers, enters, and/or updates data to maintain departmental records and databases, as appropriate; establishes and maintains files and records for the office.
- Serves as HR liaison for the campus. Duties include, assisting with the completion of campus staffing request forms, new hire orientation packets, assisting with timesheet completion process, and tracking/reconciling leave for the campus.
- Assists with project development and planning to ensure more efficient service and organization of the office.
- Composes and prepares written documentation and correspondence for the Administrative office; screens and evaluates incoming and outgoing correspondence and prepares responses as appropriate.
- Assists in the coordination, supervision, and completion of special projects as appropriate.
- Coordinates and oversees the day-to-day management of supplies, equipment, and facilities for the campus, as appropriate, to include maintenance, inventory management, logistics, security, and relative activities.
- May supervise personnel which may include recommendations for hiring, performance evaluation, training, work allocation, and problem resolution.
- Coordinates with external vendors and professional services provided to the campus which include, but are not limited to, vending, pest control, and copying services.
- Responsible for submitting purchase requisitions for the campus Dean, facilities, maintenance, security, and faculty.
- Serves as back up for checking in deliveries from UPS, FedEx, etc. and inform the proper individuals/departments that items ordered have been received. Sends required documentation to purchasing upon delivery. Maintains a filing system for purchase requisitions.
- Provides support to faculty when needed. This may include creating a needed document, assistance in completing purchase requisitions, or sending requested information to other departments internally and externally.
- Responsible for assisting with approved grant proposals by tracking the approvals through the purchasing, receipt, and inventory process.
- Perform other related duties as assigned.

**Minimum Qualifications:**

Bachelor's degree from an accredited college/university in the field of Business Administration or a related field, and two years related work experience; or an Associate's Degree or Technical Diploma with seven (7) years related work experience in office management. Ten (10) years of related work experience in clerical, administration, or student services (preferred) may substitute for the degree requirement.

## **SPECIAL SKILLS AND ABILITIES:**

**Skills/Abilities:** Application and intermediate knowledge of office practices and procedures. Ability to maintain a high level of accuracy in preparing and entering information. Intermediate computer skills to include spreadsheet and word processing programs, and e-mail at a highly proficient level. Have stress management skills and time management skills. Effective phone etiquette skills. Must be able to communicate effectively in both written and verbal form. Must maintain confidentiality of work-related information and materials. Must establish and maintain effective working relationships. Excellent customer service skills. Have analytical and problem-solving skills. Decision making skills. Should have knowledge of document-imaging technology.

**Equipment Used:** Personal Computer and other equipment associated with a general office environment (copier, telephone, fax, etc.)

**Software Used:** A variety of word-processing, spreadsheet, database, e-mail, and presentation software.

## **PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this Job, the employee is regularly required to sit; use hands to handle or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee will occasionally lift and/or move up to 10 pounds.

## **INTERPERSONAL SKILLS:**

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

## **WORKING CONDITIONS:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The incumbent will be located in a busy, open area office and is faced with constant interruptions and must meet with others on a regular basis. The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering financial information which requires attention to detail and high levels of accuracy. There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.

### **Northshore Technical Community College is an Equal Opportunity Employer**

In compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Northshore Technical Community College campuses assure equal opportunity for all qualified persons without regard to race, religion, sex, national origin, age, handicap, marital status or veteran's status in admission to, participation in, or employment in the program and activities of this system. Each campus welcomes handicapped individuals and has made buildings accessible to them.