

Administrative Associate

Student Services- Hammond Area Campus

Job Announcement

Northshore Technical Community College is accepting applications for a full-time, unclassified position domiciled at the Hammond Area Campus.

Applications will be accepted until position is filled, with preference being given to those received on or before February 8, 2024.

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: 985-545-1215
Email: resumes@northshorecollege.edu**

JOB SUMMARY:

Responsibilities include greeting guests, scheduling meetings and appointments, making office supplies arrangements, and providing general administrative and program support to the Student Services Department. Serves as the primary point of operational and administrative contact for the department for internal and external constituencies, including complex and confidential issues. 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 Student Services office, to include managing schedule/calendar, screening and handling telephone communications, greeting and directing visitors, and dealing with administrative problems and inquiries as appropriate. Includes maintaining departmental files, student files, and other appropriate records; performing general clerical duties including organizing, filing, shredding and photocopying documents and files, etc.; composing written correspondence and materials; create and update all departmental forms; prepare minutes, reports, statistical data, and other materials pertaining to Student Services; initiate, process and track departmental forms such as admission

documents, purchase orders, personnel credentialing documents, travel expense reimbursement vouchers; schedule appointments, meetings, send out meeting notices, arrange for catering services, make travel arrangements, and maintain the department calendar; manage 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. Schedule tests, collect required funds, and proctor exams as requested.

- Will be customer driven and student oriented in all communications with stakeholders. Assist the public/customers. Greet visitors, student, and/or employees and respond to inquiries, requests for information and provide assistance. Assist with the registration of new students. Schedule and assist with orientation. Assist with graduation.
- Serves as a primary point of direct administrative contact and liaison with other offices, individuals, and external institutions and agencies on behalf of the Student Services office on a range of specified issues; organizes and facilitates meetings, conferences, and other special events, as required.
- 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.
- 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 respective boards; 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 Student Services office, as appropriate, to include maintenance, inventory management, logistics, security, and relative activities.
- Checks in deliveries from UPS, FedEx, etc. and ensures 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 assistance in completing purchase requisitions or sending requested information to other departments internally and externally.
- Collecting payments for testing, tuition, parking tags as needed.
- Other 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.