



Classification Description

Job Title: Administrative Specialist, Academic Advising

Pay Grade: 106

Job Code: 4191

FLSA Status: Exempt

Job Purpose

This position is responsible for diversified professional work coordinating and implementing the public-facing front desk operations and services for the Office of Academic Advising on the Lee Campus; providing administrative support for leadership within the Office of Academic Advising and the Associate Vice President, Academic Success; and the performance of more complex duties focused on student support services within the Division of Academic Affairs. Responsibilities of this position include, but are not limited to, assessment, tracking, and initial potential resolution of student, personnel, or public inquiries or concerns; and assisting with the supervising and training of the front desk Student Assistants. This position is also responsible for the oversight and maintenance of the administrative aspects of the College-wide Commencement ceremonies. This position sets the tone for a student-centered, high performance office that emphasizes excellence in service, quality, productivity, and standards.

General Responsibilities

Essential Functions

Under the direction of the Associate Vice President, Academic Success and other senior leaders, coordinates and oversees all aspects of the Commencement ceremonies and rehearsals to ensure successful College-wide events. This includes, serving as chief contact for the event execution and all details for preparation leading up to as well as the day of the ceremonies. Documents all tasks associated with the Commencement ceremonies, trains others to support and delegates tasks to ensure sustainable event management.

Performs accurate and timely completion of both routine administrative department functions and assigned special projects.

Coordinates front desk student and visitor intake and notification processes, including triage of student issues, check-in processes, identity/FERPA verification, and referral to other departments.

Provides student and staff assistance via telephone, email, live chat, in person, and mail for the Office of Academic Advising and the Office of the Associate Vice President, Academic Success. Assistance may involve, but is not limited to, explaining procedures, researching information, directing to appropriate departments for assistance, and problem-solving. Responds to (or disseminates to appropriate staff) email correspondence via the general Advising email inbox, from students, faculty and staff. Demonstrates the highest level of customer service standards in the delivery of these responsibilities.

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Ensures consistent electronic and physical messaging when offices and services are closed.

Assists with training and management of front desk Student Assistants, including scheduling, support, and quality control.

Analyzes and reviews the performance of administrative functions for the purpose of improving efficiency, maximizing resources, and ensuring accuracy in task performance.

Assists in the preparation of advising sessions and workshops by preparing advising materials and conducting student outreach.

Prepares and distributes reports, announcements, and other relevant materials appropriate to the Office of Academic Advising.

Receives, processes, and distributes department mail, and prepares forms, letters, and parcels for mailing.

Creates/edits documents and uses advanced features of word processing and spreadsheet applications.

Maintains department and/or supervisor calendar, arranging and/or monitoring scheduling for meetings, travel, and department functions as requested.

Monitors and manages assigned budgets including the maintenance of accounting records for the department, which may include purchase orders and requisitions, billing, expenditures, revenues, inventory, travel authorizations and payroll.

May attend department meetings or meetings of other units. Takes and types meeting minutes as requested.

Assists supervisor in both routine and special department projects.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education.

Two (2) years full-time related customer service or administrative support experience. Appropriate combination of education and experience may be substituted.

Knowledge of business English, spelling and arithmetic, office practices and procedures.

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Demonstrated experience using a personal computer, office software such as MS Office and electronic mail. Computer use includes data entry, word processing and/or accounting functions.

Ability to operate small office equipment including copy machines and multi-line telephone systems.

Demonstrated ability to:

- Communicate effectively and professionally with students, parents, and colleagues.
- Resolve issues with a high-level of attention to customer service.
- Mediate and resolve conflicts, and escalate to appropriate parties as-needed.
- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.

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- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: September 18, 2023.