

## **CLASS TITLE: HIGHER EDUCATION ADMINISTRATIVE ASSISTANT II**

Class Code: 02422600

Pay Grade: 15A

EO Code: F

### **CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** Within a college/university system, to perform higher level administrative support functions in an academic department or departments; to assist in answering requests and providing information related to programs and services within an educational environment utilizing college enterprise software systems with common business applications, and a wide variety of computer applications including word processing, spreadsheets and other contemporary office software; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision of an academic department chair, Dean, faculty or other designated academic professional; work instructions are typically provided at the beginning of assignments and is subject to episodic review by a supervisor for conformance with such policies, procedures and methods.

**SUPERVISION EXERCISED:** Generally none, but may be involved in the orientation of clerical staff and new Higher Education Administrative Assistants.

### **ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

Within a college/university system, to perform higher level administrative support functions in an academic department or departments.

To assist in answering requests and providing information related to programs and services within an educational environment utilizing college enterprise software systems with common business applications, and a wide variety of computer applications including word processing, spreadsheets and other contemporary office software.

To serve as a lead administrative worker in in an academic department or departments.

To provide administrative support for finance and budgetary functions.

To produce and present detailed reports on departmental key performance indicators.

To develop and maintain policies and procedures for the academic department(s).

To coordinate with faculty within the academic department to arrange for any special services required by students, such as referrals for tutoring, disability services, Writing Center, English as a Second Language programs, or Career Development.

To prepare informational and statistical academic reports incorporating information from the data management system to track grade point averages, grades, academic probation, etc.

To create and manipulate queries within the college's enterprise software system to produce reports and documents such as class rosters, academic transcripts, facility load reports, and others.

To make classroom reservations utilizing the college's event management computer system.

To convey pertinent information to faculty, staff, students and visitors as it relates to a wide range of policies and procedures of the college.

To process student add/drop course requests.

To coordinate office schedules for work study students within an academic department.

To enter hours worked for the biweekly work study student payroll for the academic department.

To maintain electronic and/or paper records for the academic department.

To answer in-person, telephone or email inquiries for the academic department and respond appropriately.

To convey information to students regarding course offerings, courses of study and academic policies and services.

To schedule faculty advising appointments for students, as well as other events for the academic department chair and faculty.

To maintain and requisition department supplies utilizing the college's enterprise software system in compliance with college and state purchasing protocols.

To perform routine maintenance of office machinery and equipment.

To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGE, SKILLS AND CAPACITIES:** The ability to integrate information from one type of application package to another; the ability to effectively communicate information to all interested parties within a higher education setting; skills in organizing and multi-tasking; strong written and verbal communication skills; a familiarity with spreadsheets, databases, word processing and other computer software; the ability to effectively prioritize work and consistently meet deadlines; the ability to establish and maintain effective working relationships with superiors, the college/university departments, and other state and private agencies and organizations and employees; a high level of interpersonal skills to handle sensitive situations and confidential information; a working knowledge of a higher education system; the ability to generate accurate and concise informational and statistical reports; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a senior high school supplemented with courses in computer information systems; and

Experience: Such as may have been gained through: employment in performing general office tasks of a complex nature in an academic setting, including the use of enterprise software systems with common business applications, word processing, spreadsheets, and other contemporary office software;

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: July 23, 2017