

# JOB DESCRIPTION

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**Position Title:** Department Assistant – Small Business Development Center

**Department:** Business and Technology

**Employment Category:** Non-Exempt Staff

**Primary Location:** Sierra Vista Campus

**FLSA Classification:** Non-Exempt

**Remote Work Eligible:** No

**Parameters:** 40 Hours/Week; 12 Months/Year **Pay Grade:** NE04

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**Position Summary:** The Department Assistant is responsible for providing administrative support to the Director of the Small Business Development Center and department staff. Serving as receptionist and providing excellent customer service in a helpful and cheerful manner.

**Essential Functions:** As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**Duties and Responsibilities:** Within the scope of college policies and procedures, this position:

Provides exceptional customer services to students, employees, and the public by serving as department receptionist; responds to calls and routes as appropriate, greets visitors and directs as required; prepares, receives and distributes letters, memoranda and other correspondence; logs, tracks and distributes documents processed by the division; masters department calendar

Provides clerical and organizational support to department staff; maintains and tracks information, performs data entry and verification, ensures data integrity, processes mail and correspondence, compiles periodic reports, maintains a calendar of department activities, performs routing, copying and filing, maintains office supplies inventory

Maintains department fiscal records; processes purchase and travel requisitions, purchase orders, invoices, travel vouchers, etc. and reconciliation of budgets, investigates vendor issues as needed; reconciles and files purchase card transactions for the Director and other department staff as required

Assists in the development, organization, and implementation of department events and workshops; serves as point of contact for upcoming events

Maintains the Small Business Development web page on the college web site along with various social media platforms, ensures all data is current and accurate

Performs other related duties as assigned

**General Expectations:** Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

**Education and Experience Requirements:**

Associate's degree from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

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Two years related experience

*An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.*

## **Knowledge, Skills and Abilities:**

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications

Knowledge of the general proper operation of and the ability to use personal computers and standard office equipment

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public

Ability to work accurately, efficiently, and effectively with all types of data

Ability to maintain accurate office procedures

Ability to work under pressure with frequent interruptions

**Work Environment:** Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

**Physical Requirements:** Essential functions of this position require: lifting, manual dexterity, ability to communicate.

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

**Mental Application:** Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

**Reports to:** Director of Small Business Development Center

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.