

# JOB DESCRIPTION



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**Position Title:** Administrative Assistant-Military Programs and Adult Education

**Division:** Military Programs and Adult Ed

**Employment Category:** Non-Exempt Staff

**Primary Location:** Fort Huachuca

**FLSA Classification:** Non-exempt

**Remote Work Eligible:** No

**Parameters:** 40 hours/week; 12 months/year

**Pay Grade:** NE07

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**Position Summary:** The Administrative Assistant for Military Programs and Adult Education is responsible for providing administrative support to the Dean of Military Programs and Adult Education, department faculty and staff, assisting students in registration, financial aid, and payment processes, serving as the department receptionist, providing excellent customer service in a helpful and cheerful manner, requiring the application of specialized technical/administrative knowledge and the exercise of initiative, independent judgment and decision making.

**Essential Functions:** 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 high level organizational and administrative support to the Dean and division personnel, including managing projects, preparing reports and correspondence, and calendaring events, activities, and meetings

Performs exceptional customer service for students, employees, and the public; serves as division receptionist; prepares, receives and distributes letters, and other correspondence; logs, tracks and distributes documents processed by the division

Assists the Dean in creating and maintaining semester schedules including classes, room, and instructor assignments; monitors enrollment and prepares letters of appointment for associate faculty and faculty overloads; maintains the master textbook list

Assists students in the admissions and registration process; ensures students understand established policies and procedures concerning their college records; assists students in understanding financial aid policies and procedures; serves as a business office representative, receives payments, and makes deposits

Provides clerical and organizational support to division personnel through maintenance and tracking of information, performs data entry and verification, ensures data integrity, processes mail and correspondence, compiles periodic reports, maintains calendar of division activities, performs routing, copying and filing; maintains office supplies inventory

Maintains accurate division 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 Dean and other division personnel as required

Provides student support to improve student retention towards degree completion, assisting military students in using ArmyIgnitED for class scheduling and tuition assistance; assists with registrations, admissions, entering grades, and graduate reporting for active duty military personnel; aids in the

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management of the Military Spouse Career Advancement Account program (MyCAA); provides support for the Military Occupational Specialty credentialing program as needed; participates in college and career events

Serves as an advocate for the military community, assisting military students and their families as they navigate their academic path; meets with students, individually or in groups, to aid in the development of plans for academic and career success; engages students in academic and career planning assessments to facilitate degree identification with the goal of completion

Serves as the recorder for division or advisory committee meetings and communicates with committee members, prepares documents, takes minutes, and reserves rooms

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

Three 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 technology best practices; general office maintenance and practices, word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications

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

Knowledge of communication principles and marketing techniques

Knowledge of or ability to learn Adult Education Programs, MOS Programs, Banner, Anthology, ArmyIgnitED, Financial Aid, Joint Service Transcripts, MGIB, Post 911, Veterans Affairs, and military career training programs

Skill in performing basic math and bookkeeping practices and procedures

Skill in designing and maintaining filing/records systems

Ability to learn and adapt to new software and other technologies

Ability to learn current and new financial aid regulations

Ability to read and interpret policies related to academic programs and student requirements for participation in various programs

Ability to effectively build rapport with the military community

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

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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 a variety of data

Ability to maintain accurate office procedures

Ability to work under pressure with frequent interruptions

Ability to pass a comprehensive background screening required to obtain Fort Huachuca access badge

**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.

Medium work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting occasionally, walking and standing are required regularly, incumbents may be required to turn/twist, balance, reach, or handle

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

*There is a possibility that due to parking availability at remote locations on Ft. Huachuca, employees may be required to navigate moderate to long distances on uneven, unfinished, and/or rocky terrain.*

**Reports to:** Dean of Military Programs and Adult Education

**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.