Craven Community College

Position: Senior Administrative Assistant
Department: Academic Affairs
Reports to: Executive Vice President/Chief Academic Officer (EVP/CAO)
Status: Full-time, Non-Exempt
Revised: June, 2011

OCCUPATIONAL SUMMARY

The Senior Administrative Assistant performs a range of technical, administrative and clerical duties in support of the College's Executive Vice President/Chief Academic Officer and the Academic Affairs Unit. This position also serves as the main receptionist for the Administrative Suite and greets visitors, monitors visitor access, responds to public inquiries, and provides information about the organization.

ESSENTIAL JOB FUNCTIONS/RESPONSIBILITIES

- Greets visitors, handles incoming calls and performs general administrative duties. Interacts in a positive way on behalf of the College by making a good first impression with members of the college and community.
- Responds to public questions and concerns with speed and professionalism. Directs inquiries to other staff members when appropriate.
- Assembles and prepares materials for Curriculum and Academic Policy (CAP) committee, including agendas and minutes; works with the committee Chair and members in securing information and materials to be included n the agenda. Attends all CAP meetings and prepares, distributes and maintains action items of meetings.
- Monitors and records all changes to the College Catalog and oversees the maintenance of the official updated version on the web.
- Administers the Student Opinion of Instruction (SOI) surveys to full-time and adjunct faculty according to the Department of Research, Evaluation, Assessment and Planning protocols. Monitors faculty participation rates and compiles reports at the end of each semester for dissemination.
- Provides administrative support as needed for the Department of Research, Evaluation, Assessment and Planning including assistance with SACS reports/prospectuses, NCCCS new program applications, assessment surveys and updating the Institutional Effectiveness Plan. Also provides assistance as needed with the College's program review processes.
- Maintains the computerized records of the courses in the Combined Course Library (CCL) and the Programs of Study by entering the courses into IIPS and Datatel. Also revises advising sheets as needed and updates the NCSTARS database.
- Handles overflow work from the Executive Assistants and provides back-up support and appropriate office coverage in their absence.
- Participates on and provides administrative support to various College-wide standing committees as needed.
- Maintains and orders office supplies using e-procurement.
- Maintains the copier in the Administrative Suite (i.e. entering codes for tracking use, ordering toner, loading paper, ensuring an adequate paper supply is available and clearing jams.)
- Participates in staff development activities.
- Performs other duties as necessary or as assigned by the Executive Vice President or President.

Craven Community College

QUALIFICATIONS

- A minimum of education and work experience sufficient to demonstrate the skills and ability to perform the required functions. Typically, a high school diploma and more than eight (8) years of related work experience or an Associate's degree and three or more years of work experience.
- Extensive managerial/office experience, with working knowledge of contemporary office technologies and processes.
- Demonstrated ability to prioritize among multiple tasks and manage time efficiently.
- Must be committed to student-centered principles, customer-service orientation, and have an understanding of the community college mission.