

Specialist, Center

FLSA Status: Non-Exempt

Pay Grade: 13

Job Title ID: 281508

Job Series/Job Family: College Operations / Campus Manager Family

Reports To

Director, Center Operations

Job Purpose

To support the operations of the Center to include room scheduling; provide administrative and technical support for staff and faculty; provide support services to prospective and current students, staff, to include advising.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Advises students on various aspects of college programs such as majors, course selection, transferability, and pre-requisites for degree plans.
2. Coordinates and administers admissions, advising, and student referral services for traditional and ECS students when necessary during the Center Supervisor's absence.
3. Responds to inquiries from students, departments, or general public by telephone, fax, e-mail, or in person regarding application status, admissions, records, or related department procedures; provides information as requested.
4. Provides customer service to prospective, current, and former students; assists students with registration issues and in requesting and distributing student transcripts.
5. Verifies enrollment and residency status following established guidelines; processes college identification cards.
6. Reviews and processes forms necessary to process changes such as reinstatements, withdrawals, schedule changes, and grade changes.
7. Serves as primary center contact during the hours of operation or when necessary during the Center Supervisor's absence.
8. Ensures that basic instructional services, support services, and facility operations function efficiently when necessary during the Center Supervisor's absence.
9. Provides administrative and technical support for center faculty, staff, including processing and prioritizing correspondence/mail, answering the telephone and e-mail, and maintaining or coordinating the center supervisor's schedule.
10. Schedules and coordinates room assignments and changes; runs, edits, and distributes schedule reports; assists during schedule proofing and liaisons with Center Operations regarding changes for final schedule.
11. Documents and maintains policies and procedures for the Center operations.
12. Trains hourly support staff on assigned duties, as needed.
13. Assists the Center Supervisor in planning and implementing short and long term goals and objectives for the center.
14. Facilitates events held by College organization or by neighborhood associations, and community groups.
15. Serves as person in charge of Center Emergency Procedures during hours of operation.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable

accommodations, that the essential functions of the job can be performed.

Required

- Educational institutions functions and processes.
- Accounting, payroll, and purchasing practices and procedures.
- Educational database systems and functions.
- Business applications and software.
- Program design and implementation.
- Customer service techniques.
- Office procedures and practices.

Preferred

- Knowledge of ACC Administrative Rules, Policies and Procedures, ACC Scheduling development guidelines and procedures, and/or Datatel or other educational database system.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Supervising and coordinating the activities of subordinate personnel.
- Applying accounting and financial management principles.
- Developing and maintaining databases for tracking and required reporting.
- Identifying, coordinating, and implementing programming changes and upgrades.
- Effectively using interpersonal and communications skills including tact, discretion and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Applying academic record policy and procedures.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications and student information and database systems.

Preferred

- Demonstrated proficiency in programming and database development.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is routinely performed in office environments

Work Experience

Required

- One year related work experience including coordinating administrative operations.

Preferred

- Customer service work experience and/or work experience in a higher education setting.
- Advising or other student services support work experience.

Education

Required

- Associate degree.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.