



Position Announcement *(Anticipated Opening)*

Position: **Administrative Specialist II – Student Affairs (Grade C109)**
Position is a full-time twelve-month position and reports to the Director of Student Services.

Responsibilities:

- Performs receptionist duties, screens calls, greets visitors, takes messages, handles routine questions, and assists with registration
- Directs office traffic for Student Affairs departments
- Processes incoming mail, including loading general document update fields
- Processes transcript requests
- Processes verification of enrollment
- Maintains forms supply
- Schedules FAFSA appointments
- Maintains Prospect Database, including loading initial phone contacts, written requests, etc.
- Processes incoming mail twice daily
- Provides administrative support to Student Services and Financial Aid Departments
- Maintains and disseminates forms/documents to internal divisions
- Assumes other responsibilities and tasks as assigned by the Director of Student Services
- Works some evening and weekend hours as required
- Performs other duties as assigned

Knowledges, Abilities, and Skills:

- Must have friendly disposition and excellent customer service skills
- Knowledge of general office procedures
- Ability to function in a multi-tasking environment
- Ability to set priorities and manage time
- Ability to compose grammatically correct communications and correspondence
- Ability to provide information and assistance to students, office staff, visitors, and callers
- Ability to maintain custom-designed database and generate required reports
- Possess outstanding written and verbal communication skills and listening skills
- Possess a working knowledge of database management
- Possess excellent customer service skills
- Must be a self-starter and able to work with minimal instructions
- Should be persuasive, results-oriented, and able to work independently and as part of a team
- Must have problem-solving skills and superior organizational skills,

Qualifications:

Preferred: Associate degree preferred. Candidates with office/reception experience will be given preference. Proficient user of Word, PowerPoint and/or Excel is a must.

Minimum: High school diploma or equivalent plus two years of experience in a specialized or related area applicable to work performed. Other job-related education and/or experience may be substituted for all or part of these basic requirements.

Application Procedures:

Interested candidates should submit a complete State of Arkansas application form (available online at www.anc.edu/jobs) to the Office of Human Resources, Arkansas Northeastern College, P.O. Box 1109 Blytheville, AR 72316-1109. Call (870) 762-3121 or email anc-hr@smail.anc.edu for more information.

Date of Announcement:

June 1, 2018

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