



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
- Runs end-of-term transcripts for required programs
- Maintains forms supply
- Schedules FAFSA appointments
- Maintains Prospect Database, including loading initial phone contacts, written requests, etc.
- Processes incoming mail twice daily
- Records minutes of committee meetings
- 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/Word Perfect, 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 Deadline:

Review of applications will begin immediately and continue until the position is filled. Interviews may occur throughout the application period.

Application Procedures:

To print an application, visit the college's website (www.anc.edu) and select Employment Opportunities under the ANC Jobs link in the upper right-hand corner.

To apply, send completed ANC application, cover letter, resume, and transcripts to:

Arkansas Northeastern College
Attn: Office of Human Resources
P.O. Box 1109
Blytheville, AR 72315-1109

For more information, call (870) 762-3121 or email anc-hr@smail.anc.edu.

Date of Announcement:

November 20, 2017

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