



Position Announcement

August 5, 2011

Position: Administrative Specialist II (Grade C109)

Position is a full-time, twelve-month position and reports to the Vice President of Student Services/Registrar.

Responsibilities:

- Performs receptionist duties, screens calls, greets visitors, takes messages, handles routine questions, and assists with registration
- Processes incoming mail twice daily, including loading general document update fields
- Generates initial ISIR letters, admissions mailings/emails, routine student notifications
- Processes verification of enrollment for loan deferment forms
- Runs end-of term transcripts for required programs
- Completes and submits third-party attendance forms
- Maintains forms supply
- Schedules FAFSA appointments
- Maintains Prospect Database including loading initial phone contacts, written requests, etc.
- Submits, enters, and monitors web site updates as needed from Student Services (forms, dates, calendar, etc.)
- Prepares degree audits for incoming Graduate Applications
- Records minutes of committee meetings
- Provides administrative support to the Vice President of Student Services/Registrar
- Submits electronic purchase orders for the Student Services division
- Maintains leave request calendar and submits required documents bi-weekly
- Loads reason for drop/withdraw
- Maintains and disseminates forms/documents to internal divisions
- Some evening and weekend hours are required
- Assumes other responsibilities and tasks as assigned by the Vice President of Student Services/Registrar.

Knowledges, Abilities, and 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 word processing skills and database skills
- 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, Power Point, 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.

Application Procedures:

Interested candidates should submit a completed 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.

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