

Job Description

Position Title: Administrative Assistant 1

Job Family: Administrative Support

Job Level: Support & Service - Entry

FLSA Status: Non-Exempt

Salary Grade: 01

Position Summary:

The Administrative Assistant 1 performs administrative and customer service functions for an assigned department. Provides a variety of information for program offerings to the College community and to the public. Completes data entry and retrieval processes. Manages student registration data in multiple data management systems. Leads students through registration and intake process.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides general information and services to students and the general public relating to College inquiries and requests for information in areas including admissions, registration, new student orientation, assessment, and testing.
2. Assists students, the public, staff, and faculty in solving routine problems related to College student services and associated programs.
3. Answers a high volume of calls and email inquiries from prospective students pertaining to information about attending Pima Community College. Refers students to the correct College department for further assistance.
4. Assists students with issues relating to registration and financial matters.
5. Updates and corrects discrepancies in student record information system and other multiple data systems.
6. Administers tests to students and handles technical difficulties associated with testing.
7. Orders and distributes supplies and maintains supply inventory; prepares orders and related forms using established procedures.
8. Assists with office coverage and special projects.
9. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of administrative procedures and practices
2. Knowledge of internal and external customer service principles and practices
3. Knowledge and application of organizational and time management principles
4. Skill in effective communication (both written and oral)
5. Skill in performing a variety of duties, often changing from one task to another of a different nature
6. Skill in positive, productive and flexible customer service
7. Ability to adapt and maintain professional composure in emergent and crisis situations
8. Ability to apply effective and accurate data entry and typing skills
9. Ability to develop and maintain effective and positive working relationships

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work is routinely monitored by supervisor/manager; detailed instructions and procedures are generally provided.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED required.
- Vocational or technical training preferred.
- Up to One (1) year of related experience in administrative support may be required.
- One (1) to three (3) years of related experience in administrative support preferred.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Occasional work evenings or weekends.
- Pre-employment Background Check Required.