Roanoke Higher Education Center
Job Description

Job Title: Academic Program Assistant (Part-Time)

FLSA Status: Non-Exempt
Department: Academic and Student Services
Reports To: Director of Academic & Student Services

SUMMARY

This position acts as primary contact for prospective students interested in learning about and enrolling in programs offered at RHEA. The position also provides administrative support to the Academic & Student Services Department. Duties include general clerical, customer service, and project based work.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Referral of students by providing directions, instructions, promotional material, or other general information and referring such inquiries to the appropriate person/member institution.
- Assists with job fairs, open house, onsite interviewing, and other student related activities.
- Provides individual counseling to students.
- Performs general clerical duties to include but not limited to: photocopying, faxing, mailing, emailing, data entry, and record keeping.
- Prepares and proofreads documents, reports, and general correspondence as well as maintains organized and effective filing systems.
- Maintains marketing database and contact management system.
- Works as a “team player” with all RHEC staff to meet the expectations of the students, members, and the community.
- Maintains a safe and secure work environment through knowledge and application of building security, safety rules, and procedures.
- Works effectively with all co-workers, students, members, and other customers by showing respect for individual diversity.
- Provides relief coverage for front desk receptionist and library services.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.
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JOB KNOWLEDGE, SKILLS AND ABILITIES
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be proficient in Microsoft Word, Excel, Power Point and the Internet. Knowledge of Access is desired.
- Excellent interpersonal, customer service, organizational, planning, verbal and written communication skills is required.
- A professional appearance and telephone manner is essential.
- Must have knowledge of secretarial and office administrative procedures.
- Must be able to utilize and operate standard office equipment.
- Must have the ability to handle sensitive and confidential information. Position requires demonstrated poise, tact, and diplomacy.

EDUCATION AND OR EXPERIENCE
- Bachelor’s degree in education, counseling, or a related field.
- Three years of experience working in a post-secondary educational setting.

LANGUAGE SKILLS
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to sit: possess manual dexterity: and be able to talk and hear. The employee is occasionally required to stand, walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

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<th>Release Date:</th>
<th>Modification Date:</th>
<th>Approved:</th>
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<tbody>
<tr>
<td>February 2017</td>
<td>February 2017</td>
<td>K. Dunkley</td>
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