

Roanoke Higher Education Center

Position Description

Job Title: **Academic Program Assistant**
Date: March 2023
FLSA Status: Non-Exempt
Department: Academic and Student Services
Reports To: Senior 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 the Roanoke Higher Education Center. Responsibilities also include reaching out to business, industry, and community organizations who express interest in utilizing the Center's facilities for conferences, meetings, and special events. This individual provides administrative support to the Academic & Student Services Department and coordinates with information technology and facilities staff to ensure the success of day rental events.

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.
- 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 maintaining an organized and effective filing system.
- Maintains marketing database and contact management system
- Handles inquiries and reservations for rental space by considering client needs, determining that event meets RHEC eligibility requirements, and coordinating meetings and events with other Center staff.
- Meets and communicates with clients via email, in person, by phone, and occasionally off-site to secure new business.
- Greets client at each event and trouble-shoots basic audio/visual and computing issues, as well as room set up and changes.
- Responsible for overall administration of designated RHEC day rental contracts from inception to follow-up and by demonstrating knowledge of Center space rental policies and procedures.
- Manages the Center's electronic event reservation system.
- Prepares billing for each event on a weekly basis for finance department ensuring accuracy of billing.
- Contributes to the design and the distribution of customer satisfaction surveys and solicits ideas from clients for process improvement.
- Provides tours of the Center.

- Responsible for maintaining to the Events Coordinator's manual and distributing to Executive team for approval.
- Prepares marketing correspondence for day rental(s) and promotes the RHEC in marketing events.
- Maintains a safe and secure work environment through knowledge and application of building security, safety rules, and procedures.
- Works as a "team player" with all RHEC staff to meet the expectations of the students, members, and the community showing respect for individual diversity.
- Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

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.
- Audio/visual experience or willingness to learn is required.
- Excellent interpersonal, customer service, organizational, planning, verbal and written communication skills is required.
- A professional appearance and telephone manner is essential.
- Ability to work independently with limited supervision.
- Must have knowledge of 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
- One year of experience working in an educational setting.
- Proficiency in Microsoft Office Suite and internet research.

WORK HOURS

Typical hours of work are from 8:00 a.m. to 4:30 p.m. Monday through Friday. However, the incumbent may need to work early mornings, evenings, and/or weekends based on events scheduled at the Center.

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. Ability to speak effectively before groups of customers or employees of an organization.

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 50 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.

Supervisor's Signature

Date:

Approved by Kay Dunkley, Ed. D.

ACKNOWLEDGEMENT

My signature below acknowledges that I have reviewed and discussed with my supervisor the duties and responsibilities outlined in this document. I further acknowledge that these duties and responsibilities will be used as a basis upon which my work performance will be evaluated.

Employee's Signature

Date:

Employee's Name (Please Print)