

NHTI - Concord's Community College - SUPPLEMENTAL JOB DESCRIPTION

INCUMBENT: _____

Classification: Program Assistant I
Position Title: Admissions Assistant
Position Number: 9T133

Function Code: 7112-058
Date Established: 04/08/08
Date of Last Revision: _____

SCOPE OF WORK: Provides assistance to the Admissions Office in performing administrative duties and related data management required to accurately inform the public of NHTI opportunities; extensive telephone, face-to-face and e-mail communication; file research; extensive use of integrated student database for data entry, research and retrieval of information; requires some evening hours throughout the year; position reports to the Assistant to the Associate Vice President for Enrollment Management at NHTI.

ACCOUNTABILITIES:

- Provides extensive information about NHTI to prospective students, family members and the general public, via telephone, face-to-face and e-mail;
- Advises prospective students regarding the admission application process;
- Compiles, verifies and processes prospective student admission application documents;
- Creates, verifies and maintains student data and records in BANNER database;
- Generates letters from SCT BANNER, such as admission decision letters and tracking documents;
- Generates a variety of admission reports, including application status reports and program-specific lists for departments;
- Assists and provides back-up for Office Manager in processing data extracted from the database, to be distributed and manipulated for reporting, mailings and data tracking;
- Assists in developing forms and procedures to improve student service and office efficiency;
- Trains, supervises and monitors work of intern/clerk and/or work study students;
- Assists in the coordination and implementation of Admissions Office events such as Open Houses, Orientations and Registrations;
- Provides coverage for NHTI switchboard during lunches, breaks, vacations and illness;
- Complies with all College, System, State and Federal rules and regulations including, but not limited to, health and safety policies, State of New Hampshire Sexual Harassment Policy, civil rights laws and Family Education Rights and Privacy Act;
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

Education: High school diploma, or G.E.D. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three year's experience in a responsible clerical position, including experience in an office environment.

License/Certification: None required.

PREFERRED QUALIFICATIONS:

- Possesses superior knowledge of MS Office Software Packages (MS Word, Excel, PowerPoint and Access);
- Some supervisory experience;
- Experience using SCT BANNER software.

SPECIAL REQUIREMENTS: For appointment consideration, Program Assistant applicants must successfully participate in a written examination measuring possession of knowledge, skills and abilities identified as necessary for satisfactory job performance by this class specification.

RECOMMENDED WORK TRAITS: Knowledge of modern office practices, procedures and equipment. Knowledge of English, spelling and arithmetic. Knowledge of office record keeping and reporting. Ability to work independently with sudden change and flexibility. Ability to assign, check and review work of individuals doing similar work. Knowledge of the regulations pertaining to departmental programs. Knowledge of the principles and practices of public administration. Ability to gather, assemble, correlate and analyze facts and identify existing or potential problems. Ability to contribute to the development of sound operational procedures. Ability to exercise sound judgment in appraising situations and making routine decisions. Ability to follow specific instructions in gathering facts, data, or resources in organizing required information. Ability to make decisions based upon fact-finding interviews within the parameters of the rules and policies of NHTI and the System. Ability to meet with clients and explain programs sponsored by NHTI. Ability to present ideas clearly and effectively. Ability to establish and maintain effective working relationships with other employees and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the appointing authority at NHTI.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.

SIGNATURES:

The above is an accurate reflection of the duties of my position.

Employee Name and Signature

Date Reviewed

Supervisor's Name and Title: Robin Fedion, Assistant to the Associate Vice President for Enrollment Management

The above job description accurately measures this employee's job duties.

Supervisor's Signature

Date Reviewed

Director – NH Division of Personnel

Date Approved

**Prepared by Lynne Birdsall, Associate VP of Enrollment Management,
Robin Fedion, Assistant to the Associate Vice President for Enrollment Management,
and Alyssa M. LaBelle, HR Technician, 3/28/08**