

**JOB TITLE:** Administrative Assistant – Rolla

**DEPARTMENT:** ECC-Rolla

**LOCATION:** ECC-Rolla

**REPORTS TO:** Director, ECC-Rolla

**FLSA:** Non-Exempt

**LEVEL:** 104

**DATE:** 5/5/25; 4/12/22; 10/2/18

**POSITION SUMMARY:** Perform a variety of advanced administrative, confidential, technical, and administrative support services to the Director, ECC-Rolla.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)*

Completion of an Associate's degree and two years full-time administrative support experience; four years preferred

**ESSENTIAL TASKS:** *(Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor).*

- Greet visitors, students, and/or employees and respond to inquiries, requests for information and provide assistance.
- Establish and maintain cooperative working relationships with other employees at the Rolla Site and at the Main Campus in Union to facilitate carrying out instructions involving other departments, transmitting information accurately and tactfully.
- Maintain office files and other appropriate records.
- Maintain inventory of office supplies.
- Perform general clerical duties including organizing, filing, shredding and photocopying documents and files, etc.
- Compose written correspondence and materials; create and update all departmental forms; prepare minutes, reports, statistical data.
- Responsible for answering phones, responding to voice or e-mail messages, as well as sending and receiving faxes.
- Initiate, process and track departmental forms such as purchase orders, personnel requisitions, travel authorization forms, supply requisitions, printing requests, travel expense reimbursement vouchers.
- Schedule appointments, meetings, send out meeting notices, arrange for catering services, make travel arrangements, and maintain the department calendar.
- Prepare minutes, formal reports, and other documents for internal and external groups and organizations in which the Director is involved.
- Responsible for maintaining and tracking work orders, reporting, and communicating requests.
- Manage distribution of all incoming and outgoing mail; screen and respond as necessary. Assemble attachments and corresponding material. Review outgoing material for completeness, dates, and signatures.
- Serve on college committees as assigned.
- Process all Rolla room reservations and maintain Rolla specific reservation calendar.
- Responsible for the approval process for all postings at Rolla sites.
- Process facilities related invoices and serve as point of contact for vendors.
- Serve as an ECC 1<sup>st</sup> responder during emergency situations at Rolla North and document incidents.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, and other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

**KNOWLEDGE, SKILLS, and ABILITIES:** Thorough knowledge of the principles of office management and of modern office procedures, systems and equipment; ability to apply this knowledge to difficult problems. Proficient in computer programs utilized which include electronic mail, Colleague (college database system), Windows XP, Word, Excel and Outlook. Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Knowledge of business English with the ability to write in complete sentences using appropriate words, correct grammar, punctuation and spelling. Ability to use independent judgment and discretion. Detailed-oriented with skills in proofreading materials and data entry to ensure accuracy. Oral and written skills to convey ideas, facts, and information effectively and accurately to students, staff, faculty, and the general public. Ability to identify what information is needed by others for effective actions. Ability to maintain confidential and sensitive information. Ability to develop and maintain filing systems. Ability to deal with internal and external customers in a tactful and courteous manner. Ability to devise or adopt office procedures to changing organizational needs. Ability to organize and coordinate functions and tasks, with frequent interruptions. Ability to establish and maintain effective working relationships internally and externally. Ability both to take initiative and follow-through.

**LEADERSHIP and COMMUNICATION SKILLS:** Follow technical instructions, procedure manuals, and charts to solve practical problems; and/or compose routine or specialized reports or forms and business letters; and/or ensure compliance with clear guidelines and standards. Communicate to convey or exchange general work-related information or service to internal or external customers.

**DECISION-MAKING and ANALYTICAL SKILLS:** Requires limited decision-making. Perform clerical or manual duties. Adhere to College and department policies and procedures. Perform job duties in a safe and effective manner.

**EQUIPMENT/SOFTWARE:** Use office machines such as telephones, copiers, fax machines, or 10-key calculators. Proficient in computer programs utilized which include electronic mail, Colleague (college database system), Windows XP, Word, Excel and Outlook.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 25 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard.

**POSITIONS SUPERVISED:** None

**SIGNATURES:** This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

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Employee Signature/Date

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