

## Approved FCC Job Description

<b>Administrative Specialist, Emergency Management Programs</b>	10/2/14
Salary Grade: 9 (Grant funded)	Eligible for Overtime: Yes (Non-exempt)

### **General Description of the Job**

Provides administrative and student support services to FCC faculty, students, and staff, as well as to the general public, on behalf of the Emergency Management Program. Responsibilities include generating and analyzing budget and enrollment report data, travel and meeting coordination, establishing and maintaining relationships with internal FCC departments, as well as external clients, serving as program liaison to instructors and adjunct staff, providing customer support to students as needed, and coordinating logistics for special program/departmental projects and initiatives. This position reports to the Director of Emergency Management Programs.

### **Essential Functions**

The following are the functions essential to performing this job:

1. Provides administrative support for the Emergency Management Program including coordination of meetings, conferences, and travel, including but not limited to air, car, and hotel accommodations.
2. Assists with meeting planning including agendas, logistics, meeting location, shipment of meeting materials, and other coordination necessary to conduct a workshop.
3. Provides extensive customer support to a diverse population of credit and non-credit students, full-time and adjunct faculty, visitors, and administrators, includes providing general information.
4. Establishes and maintains point of contact connections with external clients, i.e., training customers, vendors and suppliers, and community partner organizations. Troubleshoots and resolves external client requests and concerns as needed.
5. Assists in the process of preparing, maintaining, and reporting on departmental or project budget data. Includes ensuring transactions are accurately recorded with regards to pay contracts, invoice payment, budget transfers, and requesting/recording journal entries.
6. Reviews, monitors, and reconciles all purchase order and voucher requests submitted for approval. Advise Director or designee when requests can be approved, after determining all College requirements have been satisfied. Orders departmental/program office supplies and/or items related to program according to FCC purchasing guidelines.
7. Assists Emergency Management students to include admission to FCC, registration, transcripts, and certificates.
8. Maintains department/program records.
9. Establishes and fosters relationships with internal departments (Marketing/Publications, Student Accounts, Records and Registration Center, Bookstore, Dining Services, Information Technology, Academic Affairs, etc.) to coordinate logistics for departmental projects, academic programs, or and programs as needed.
10. Adheres to all FERPA requirements as well as all college policies and procedures.

### **Other Functions/Expectations:**

Individuals in this job may be assigned one or more of the following tasks on a rotating or as-needed basis.

1. Greets walk-ins, answers telephones, ascertain the nature of inquiry and provide appropriate service.
2. Disseminates information according to FCC policies and procedures. Routes inquiries to appropriate area.
3. Maintains appropriate information, document storage, and retrieval systems for department/program.
4. Maintains confidentiality of student records in compliance with Family Educational Rights and Privacy Act (FERPA) regulations.
5. Corrects room assignments and direct faculty, staff, and students to their appropriate locations.
6. Coordinates marketing projects and the submission of orders through Marketing and Publications Office (ex: prepare draft of newsletter, request changes/edits to program brochures, place orders for program advertisements, etc.) in collaboration of the Program Director.
7. Prepares and/or proofreads written correspondence, including letters, departmental newsletter articles, marketing pieces (emails, newsletters, etc.), and other departmental/program documents. Distributes as necessary
8. Perform other duties relevant to the Emergency Management department or assigned program(s) as needed.

## **Required Knowledge, Skills, and Abilities**

The individual in this job must possess these skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Demonstrated ability to coordinate and manage projects and meet deadlines, as well as work and make decisions independently.
2. Proven interpersonal, communication (oral and written), and customer skills that will accommodate daily interaction with a diverse population of students, faculty, administration, and clientele.
3. Demonstrated proficiency in the use of relational databases, spreadsheets, web browsers, word processing software, financial systems, and student systems and relevant computer skills.
4. Ability and willingness to adapt to technological and business process changes.
5. Proven ability to achieve a high degree of accuracy with great attention to detail.
6. Demonstrated ability to maintain confidentiality.
7. Ability to perform duties efficiently in a fast-paced environment, which requires the ability to multi-task.
8. Ability to use varying styles, approaches, skills and techniques that reflect an understanding and acceptance of the role of culture in a diverse, multi-cultural workplace.

## **Qualification Standards**

1. Education: Bachelor's Degree required.
2. Successful experience: 3 years of related experience required. 2-3 years of progressively responsible experience in a fast paced work environment preferred. Proficiency in Microsoft Office Suite.
3. Other Preferences: Knowledge of PeopleSoft Modules (Human Resources, Financial and Student System) preferred. Familiarity with standard office technology and equipment.

## **Performance Standards**

The criteria for evaluation in this position include, but are not limited to, the following:

1. Accurate scheduling of nationwide travel in accordance with Federal and FCC policies and procedures.
2. Efficient coordination workshop logistics with minimal supervision.
3. Provide a consistent, above average level of support to students, faculty, staff and community members
4. Demonstrated ability to work independently and collaboratively.
5. Demonstrated ability to organize and manage multiple projects.
6. Provide excellent customer service to internal and external constituents.
7. Accomplish essential and "other" functions on an annual basis.

*Note: The College reserves the right to change or reassign job duties, or combine positions at any time.*