



## Emergency Management Program Administrative Associate II

<b>Department:</b> Mid Atlantic Center for Emergency Management	<b>Effective Date:</b> 04/24/2015
<b>Reports To:</b> Director, Mid Atlantic Center for Emergency Management	<b>Team:</b> CEWD
<b>FLSA Status:</b> Nonexempt	<b>Job Status:</b> Full-time
<b>Salary Grade:</b> 08	<b>Job Classification:</b> Support

### Position Summary:

The Emergency Management Administrative Associate will provide administrative, operational, and student support services on behalf of the Emergency Management credit and non-credit education programs. This position reports to the Director of Emergency Management Programs, and is dependent on external contract funding.

### Essential Duties and Responsibilities:

The following are the functions essential to performing this job:

1. Assists in the development and submission of academic and non-credit course catalog and course schedule information to the scheduling office. Ensures integrity of submitted departmental data printed in the course schedule and the PeopleSoft system.
2. Provides extensive customer support to a diverse, national population of credit and non-credit students, full-time and adjunct faculty, visitors, and administrators. Includes providing general information to students regarding the Emergency Management Program.
3. Establishes and maintains point of contact connections with external clients, i.e., advisory committee members, clients, e.g. FEMA, and community partner organizations.
4. Assists in the process of preparing, maintaining, and reporting on departmental budget data. Includes ensuring transactions are accurately recorded with regards to pay contracts, invoice payment, budget transfers, and requesting/recording journal entries.
5. Develops and maintains an extensive working relationship with adjunct faculty by serving as the department/program liaison. Responsible for non-credit and academic contract processing.
6. Establishes and fosters relationships with internal departments (Marketing/Publications, Student Accounts, Welcome and Registration Center, Dining Services, Information Technology, etc.) to coordinate logistics for departmental projects, academic program, or continuing education program.
7. Orders departmental/program office supplies, items related to instruction or other purchases in accordance with FCC purchasing guidelines.
8. Coordinates appointments, meetings, and travel arrangements for program staff.
9. Coordinates departmental marketing projects and the submission of orders through Marketing and Publications Office, e.g. prepare draft of departmental newsletter, request changes/edits to program

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brochures, place orders for program advertisements, etc. in collaboration of the Program Director or designee.

10. Prepares and/or proofreads written correspondence, including letters, departmental newsletter articles, marketing pieces, and other departmental/program documents.
11. Disseminates information according to FCC policies and procedures. Routes inquiries to appropriate area.
12. Determines eligibility for graduation for all EM students.
13. Provides functional technical expertise and makes recommendations for improvements.
14. Processes transcript requests for EM students.
15. Prepares reports and all statistics including annual and ad hoc reports.
16. Adheres to all FERPA requirements as well as all College policies and procedures.

### **Required Minimum Qualifications:**

1. Associate's Degree.
2. Two years administrative support experience.

### **Desired Qualifications:**

1. Bachelor's Degree.
2. Records management, database management and customer service experience preferred.
3. Knowledge of PeopleSoft Modules (Financial and Campus Solutions) preferred.
4. Credit transfer evaluation experience preferred.
5. Higher Education experience preferred.
6. Ability to learn and remain current about the field of Emergency Management.
7. Strong customer service skills.
8. Knowledge of college policies, FERPA, and Emergency Management.
9. Ability to work independently in a fast-paced environment.
10. Ability to maintain a high level of confidentiality.
11. Ability to communicate orally and in writing in a professional environment.
12. 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.

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