

Administrative Assistant, Student Success & Transition Services

The Administrative Assistant is an integral part of a team focused on promoting the College’s mission, vision and standards of excellence through advancing access and success initiatives while providing high-quality customer service and student support. The successful candidate will be responsible for managing administrative and student support functions including answering phones; greeting/referring/assisting students, visitors, staff, or others; preparing documents and reports; compiling records; scheduling appointments; organizing and maintaining information; coordinating events; and analyzing data including budgetary expenditures.

Essential Duties

- Provide excellent student service and support that contributes toward a welcoming environment
- Triage and determine appropriate response to student needs/concerns and guide/refer students to campus services
- Answer student questions and explain departmental and/or College services, processes, procedures and guidelines
- Assist in addressing student concerns; collaborate with staff across the College to find resolutions to student issues and questions

- Monitor and oversee the department calendar and schedule; monitor drop-in activity to ensure adequate coverage
- Manage multiple phone lines, in-person traffic, and departmental email correspondence
- Schedule student appointments; monitor appointment attendance and follow-up on missed visits
- Enter information into student information systems, early alert platforms, scheduling software and other databases

Qualifications:

Education: High school diploma/GED; Associates Degree in a related field preferred.

Experience: Minimum one (1) year office, administrative and/or customer service experience, which includes use and proficient operation of office equipment and computer software and systems (Microsoft Office Suite, web conferencing platforms, multi-line phones systems)

**Review of Resumes to begin 2/12/24
and until filled
(Posted 1/29/24)**

North Central State College is a great place to work. We offer:

Competitive pay

Medical/Dental/Vision Insurance with low deductibles and low out-of-pocket costs

Contribution towards retirement: 14% for SERS participants; 10.15% for Alternative Retirement Plan participants

Free life insurance

Free long-term disability insurance

Minimum of 2-weeks’ vacation to start

2 Personal days/year

15 Sick days/year

12 holidays plus 2 College paid days/year

Flexible work schedule that includes 3-day weekends and 2 weeks off for holiday break

Free tuition at the College for employee, spouse, and dependents

Tuition reimbursement outside the College for employees

And more!

Please express your interest in this position by submitting a letter of application and resume:

www.ncstatecollege.edu/jobs

or send to:

**NORTH CENTRAL STATE COLLEGE
Attention: Human Resources
2441 Kenwood Circle, Mansfield, OH 44906**