



## **JOB DESCRIPTION –ADMINISTRATIVE ASSISTANT-GENERAL**

DEPARTMENT	SECONDARY-POST SECONDARY	LOCATION	ALL CAMPUSES
RESPONSIBLE TO	DEPARTMENT DIRECTOR/SUPERVISOR/PRINCIPAL	RESPONSIBLE FOR	NONE
JOC APPROVAL DATE		ELECTRONIC SIGNATURE	

### **JOB SUMMARY**

The Administrative Assistant provides a wide variety of advanced clerical, secretarial and receptionist support duties for the department, its team members, and its internal and external clients.

### **ESSENTIAL RESPONSIBILITIES/SKILLS/FUNCTIONS**

1. Greeting and Customer Service
  - Greet callers/visitor in a professional and courteous manner
  - Respond to caller/visitor questions by handling registration and other types of administrative requests or by direct/linking the caller/visitor to the appropriate resources
  - Coordinate errands and deliveries
2. Document Administration
  - Perform and coordinate word processing services for department members
  - Perform filing
  - Coordinate invoicing, copying, mailing, and faxing of documents
  - Ensure established LCCTC standards are adhered to in the preparation of documents; perform proofing and editing tasks
  - Assist in the preparation of presentations
3. Student Activities
  - Invoicing, copying and mailing course charges
  - Collecting and depositing tuition and other fees
  - Maintaining student records
  - Providing customer support
  - Preparing VEMIS, COE, Grant documents and reports as required
4. Office Support
  - Assist with the preparation of grants and proposals through typing documents and checking calculations
  - Maintain office systems through filing, securing student records, and providing organizational services to office personnel
  - Prepare and maintain reports such as the detail report and VEMIS and COE to comply with program requirements
  - Collect fees and tuition
  - Order and maintain office supplies

### **POSITION SPECIFIC REQUIREMENTS**

### **EDUCATION & EXPERIENCE**

- Other duties as assigned
- Excellent interpersonal and customer service skills
- Extensive proofreading and typing skills, moderate accounting and basic math skills, the ability to operate basic office equipment, and excellent computer skills including Microsoft Office

## EDUCATION & EXPERIENCE

- High school diploma or equivalent
- 1 – 3 years of administrative and/or customer service experience
- Excellent communication and customer service skills
- Excellent computer skills including Microsoft Office
- Excellent typing skills

## POSITION DETAILS

### PHYSICAL REQUIREMENTS

For each of the requirements below, indicate whether the position requires them Frequently (F), Occasionally (O), Seldom (S), or Never (N).

Standing: O	Reaching: O
Sitting: F	Moving about: O
Lifting (include weight): O up to 25 lbs.	Pushing: S
Grasping: O	Kneeling: S
Climbing: S	Crawling: S
Squatting: S	Bending/Stooping: O

### HOURS

37.5 / Week

### DAYS

260 / Year

### TYPE OF POSITION

Permanent (P) or Temporary (T): P

### FLSA STATUS

Exempt (E) or Non-Exempt (N): N

### INSURANCE

Professional (P), Administration (A), Support (S): S

### OTHER

The LCCTC reserves the right to modify this job description as business demands dictate.

### SIGNATURE

By signing below, you indicate that you have read, understand, and can perform the essential duties of this job as outlined above with or without reasonable accommodation. Because LCCTC maintains a team environment, you may be required to perform other duties as instructed by your supervisor.

X \_\_\_\_\_ Date:

## **NONDISCRIMINATION INFORMATION**

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For information regarding the Americans with Disabilities Act (ADA), the rights of an individual with a disability, our obligations under ADA, or grievance procedures, contact the Business Manager and ADA Coordinator, 1730 Hans Herr Drive, Willow Street, PA 17584-0527. Telephone: 717-464-7050.

For inquiries regarding other nondiscriminatory policies and programs, or for information regarding services, activities, programs and facilities that are accessible to and usable by both disabled persons and national origin minority persons who lack English language skills, contact the Supervisor of Student Services and Coordinator for Title VI, Title IX and Section 504, 1730 Hans Herr Drive, Willow Street, PA 17584. Telephone: 717-208-3124.