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| Position Title: | Administrative Supervisor | | |
| Reports To: | Campus Director | | |
| Department: | Financial Aid Services | Job Code: | 4110-06 |
| Prepared By/Date: | Carol Flynn/06-2006 | Job Group: | SNE |
| Approved By/Date: | Ana Sarasti/06-2006 | Salary Grade: | 11 |
| Revised: | Jennifer C. Brito/05-06-2009 | FLSA Status: | Non-Exempt |

Summary:

Plans, assigns and supervises a moderate to large size clerical staff and performs responsible clerical duties for a major administrative department. Complex supervisory work involving advanced support to the Director of Financial Aid.

Essential Duties and Responsibilities:

- Provides general administrative support to the Financial Aid Office in the operations of the front desk and staff office area.
- Serves as Office Manager.
- Investigates, and resolves student problems concerning financial aid issues.
- Maintains attendance and payroll records for employees.
- Maintains and purchases office materials and brochures.
- Interviews prospective employees and recommends employment action.
- Assists with the training of new employees.
- Promotes and maintains effective employee relationships.
- Provides assistance at front counter and responds to telephone inquiries.
- Assists students and public in complex interpretation and explanation of college policy, procedures, state rules and statutes.
- Responsible for supervising all communications with students, faculty, staff and outside agencies, to include inquiries and customer service complaints.
- Assists with the management of the budget and the purchasing of office supplies.
- Performs other duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge of the principles of office management, practices, procedures, equipment, and operational requirements of the department.
- Knowledge of college procedures including student admissions and registration.
- Knowledge of word processing and computer software including: Excel, Microsoft Word, and Windows.
- Knowledge of business English, spelling, accounting, record keeping, and organizational responsibilities.
- Excellent computer skills.
- Excellent communication and customer service skills.
- Ability to speak effectively before groups of customers or employees of the organization.
- Ability to plan, assign, and supervise the work of subordinates.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to work with mathematical concepts such as probability and statistical inference, and

- apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to carry out supervisory responsibilities in accordance with the College's policies and applicable laws, including: interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Ability to work with user communities of diverse backgrounds and skill levels.
- Ability to work in a multi-ethnic and multi-cultural environment with students, faculty and staff

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

Non-essential

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Associates of Arts degree in related field from two-year College or technical school and five (5) years of experience in responsible related clerical work including supervisory experience; or equivalent combination of experience and education.

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name