



Position Posting

POSITION: Technical and Clerical Assistant

DEPARTMENT: Center for Academic Support & Retention

GENERAL RESPONSIBILITIES

Primarily responsible as an administrative assistant and academic support specialist, the Support Services Specialist will function in a dual capacity. First, the Support Services Specialist will provide administrative assistance to Director, managing the overall operation of office functions. Second, the Support Services Specialist will assist with the testing centers day-to-day operations proctoring exams when needed.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Provides administrative support to the Director of the CASR.
- Manage the Testing Center day to day operations.
- Proctor exams and assist with organizing and scheduling students for exams
- Organizing and storing paperwork, documents and computer-based information
- Manage overall office environment and inform the director of all matters.
- Schedules departmental meetings and coordinates with other offices.
- Attending meetings, creating agendas and taking minutes.
- Organizes all travel for the Director of the CASR.
- Arranging travel and accommodation for staff or customers and other external contacts
- Prepares requisitions, check requests and supports the Director in managing CASR resources.
- Recruiting, training and supervising of student workers of the CASR and delegating work as required.
- Managing and maintaining budgets, as well as invoicing
- Using a variety of software packages, such as Microsoft Word, Outlook, Power point, Excel, Access, etc., to produce correspondence and documents and to maintain presentations, records, spreadsheets and databases
- Inform students of academic support opportunities for student's struggling in one or more courses.

- Maintains and monitors all files for the varying phases of the Academic Intervention Plan.
- Prepares Academic Advisement reports for assessment and institutional effectiveness.
- Assists the students in identifying appropriate institutional resources.
- Facilitates relationships between students and other offices on campus that provide assistance.
- Communicates with faculty as needed to assist students in resolving conflicts.
- Work collaboratively with CAR staff during peak registration periods providing advocacy and advising support.
- Assists in the preparation of reports for assessment and institutional effectiveness.
- Assists in management of departmental budgets and Time and Effort Reports.
- Maintains regular office hours per a schedule approved by the Director of CASR.
- Performs other duties as assigned by the Director of CASR.

Distribution of Major Duties

Technical – 30%	Clerical - 40%	Test Proctor – 15%	Reports -15%
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Additionally the Support Services Specialist should be able to:

- Work independently or collaboratively.
- Have excellent skills in Microsoft suite
- Interact and works collaboratively with other departments.
- Listen and positively responds to student and co-worker requests.
- Exercise professional judgment in the application of college policies and procedures.
- Interpret instructions furnished in written, oral, diagram or schedule form.
- Solve practical problems and adjust to variables in situations.
- Manage multiple tasks and meets all deadlines.
- Adapt to changing assignments and multiple priorities.

Minimum Requirements:

Bachelor's degree in education business, psychology, social work or related field and one to three years of experience working in an academic advisory role, preferably in a postsecondary institution and understand current trends in academic advising and higher education.

Minimum Skills:

- Excellent written and verbal communication skills.
- Excellent problem solving and critical thinking skills
- Strong interpersonal skills with faculty, staff and student populations.
- Exceptional customer service and organizational skills.
- Understands open-ended questioning, non-verbal communication and active listening.
- Understands how to read and interpret reports and data.
- Presentation and public speaking skills.
- Strong computer and analytical skills.
- Flexible to changes in unit mission.

TO APPLY:

Email cover letter of interest, resume and list of three references that includes names and contact information to: jobs@fmuniv.edu. Must reference **Technical and Clerical Assistant** in the subject line of your email.

SUPPLEMENTAL INFORMATION:

The employment process will consist of the completion of an application, background check, reference checks, and interview.

Review of application materials will begin immediately and continue until position is filled.

Florida Memorial University is an Equal Employment Opportunity Employer.